SANTOSH INDUSTRIES LIMITED

CIN No. U51909WB1960PLC024531
Regd Office: Suite No. 5A, 5th Floor, 3A, Auckland Place, Kolkata – 700 017
Tel No. +91 33 2290 2277/ 3377, Email: sil@bmd.net.in

GRIEVANCE REDRESSAL POLICY

(Adopted by the Board of Directors of the Company at their meeting held on 24.03.2026)

1. **Introduction**: Pursuant to Reserve Bank of India (Non-Banking Financial Companies – Credit Facilities) Directions, 2025 read along with Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025, the Board of Directors of Santosh Industries Limited "(**Company**") has laid down this grievance redressal mechanism, which shall ensure that all disputes arising out of the decisions of the Company's functionaries are heard and disposed of at least at the next higher level.

   A consolidated report of periodical review with compliance with the Fair Practices Code and functioning of the grievances redressal mechanism at various levels of management would be submitted to the Board of Directors at regular intervals.

2. **Cardinal principles of the Grievance Redressal:** The Company shall be guided by the following cardinal principles while handling and redressing the customer's grievances:
   a. The Customers will be provided required information on how to raise their grievances.
   b. The process to raise a complaint/ escalation/ grievance would involve only relevant investigative questions without any kind of hassle to the customer.
   c. The resolutions would follow the simple principle of ensuring an effective resolution of the grievance.
   d. The responses would be consistent with the applicable RBI guidelines at all times as applicable to mitigate impact on customer on account of the grievance.
   e. The Company is committed to remain quick and consistent at all times in providing necessary information or process requested by the customer.

3. **Registration of complaint**: The Company shall enable registration of complaints by customers through multiple channels. The various channels available to customers are as under:
   a. Over phone number provided below;
   b. The complaint may also be submitted through email or by sending a letter to the address mentioned below;
   c. By directly contacting the Grievance Redressal Officer in person at the registered office of the Company.

4. **Recording and tracking of Complaints:** For recording and tracking the Complainants from the borrowers/ customers, the Company shall maintain the complaints register wherein all the complaints received by the Company shall be recorded and tracked for end-to-end resolution, and complaint MIS which shall be placed before the Management of the Company on a monthly basis.

5. **Resolution of Complaints**: The department and business heads are responsible jointly and severally for resolution provided by their teams and for closure of customer issues.

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6. **Time frame for response and Complaints Redressal**: The Company shall endeavour to resolve the complaints and grievances of customers within reasonable time. The customer shall be kept informed about the status of their complaints.

7. **Resolution and Escalation of complaints**: For responding and resolving complaint following resolution and escalation matrix has been decided.

   Level 1: The customer may register his/her query/ complaint to the Company which shall be addressed to the Grievance Redressal Officer of the Company in connection with any matter pertaining to business practices, lending decisions, credit management, recovery and complaints relating to updation/ alteration of credit information. For the benefit of our customers, the contact details of the official who will deal with all grievances of customers in regard to their transactions with the Company are given below:

   Grievance Redressal Officer:
   Name: Mrs. Jyoti Bhartia
   Phone: (033) 2290 2277
   Email: jyoti.bhartia@bmd.net.in
   Address: Suite No 3A, 3rd Floor, 3A, Auckland Place, Kolkata- 700017

   (Between 10:00 a.m. and 6:30 p.m., from Monday to Friday, except on public and banking holidays).

   Response will be provided within 30 (Thirty) days. In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channel, the customer may approach the following escalation channel with the reference of earlier communication:

   Level 2: Escalation to the Managing Director at below contact details:
   Name: Mr. Surendra Kumar Dugar
   Phone: (033) 2290 3377
   Email: skdugar@bmd.net.in/ sil@bmd.net.in
   Address: Suite No 3A, 3rd Floor, 3A, Auckland Place, Kolkata- 700017

   Response will be provided within 30 (Thirty) days.

   Level 3: In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channel, and the customer is not willing to wait in case the Company requires more time to find resolution, the customer may approach the following escalation channel with the reference of earlier communication:

SANTOSH INDUSTRIES LTD.

Consumer Education and Protection Cell
Email id: crpc@rbi.org.in or on the portal: https://cms.rbi.org.in/.

The complaint shall contain the name and address of the complainant, the department against which the complaint is being made, and facts of the case supported by documents, if any, relied upon by the complainant.

Alternatively, the customer may submit physical complaint (letter/post) to "Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017".

For the benefit of the customers, the details of various contact points for grievance redressal mechanism shall be made available on the website of the Company.

8. **Monitoring**: All new and pending customer complaints along with ageing analysis and complaints received from the RBI shall be placed before the Board on a quarterly basis for the review by the Board.

9. **Review**: A review of compliance with this Policy and the functioning of the Grievance Redressal Mechanism would be done by the Management regularly. The Board shall review the policy annually and otherwise as it deems appropriate. An updated copy of this Policy shall be made available on the website of the Company.

SANTOSH INDUSTRIES LTD.

Director/Authorised Signatory