

# Grievance Redressal Policy

**Company:** ART Climate Finance (India) Private Ltd

**Document Title:** Grievance Redressal Policy

**Version:** 1.0

**Effective Date:** 7<sup>th</sup> October 2025

**Approved By:** Board of Directors

**Recommended By:** Chief Executive Officer (CEO)

## 1. Preamble

ART Climate Finance (India) Private Limited (“the Company”) is committed to ensuring the highest standards of fairness, transparency, and accountability in all its dealings with customers and stakeholders. As a responsible Non-Banking Financial Company (NBFC), the Company recognises that an effective grievance redressal mechanism is essential for maintaining customer confidence, meeting regulatory requirements, and strengthening the culture of service excellence.

This Policy sets out the framework for receiving, addressing, and resolving customer complaints in a fair and timely manner, in accordance with the directives of the Reserve Bank of India (RBI), including the Fair Practices Code and the RBI Integrated Ombudsman Scheme, 2021.

## 2. Objectives of the Policy

The objectives of this Grievance Redressal Policy are to:

1. Provide customers with a clear, accessible, and transparent mechanism for lodging complaints.
2. Ensure that all grievances are dealt with promptly, fairly, and in compliance with regulatory guidelines.
3. Define roles, responsibilities, and escalation levels for effective grievance management.
4. Enhance the quality of customer service by systematically addressing the root causes of complaints.
5. Strengthen the trust and confidence of customers in the Company.

## 3. Scope and Applicability

This Policy is applicable to all customers of ART Climate Finance (India) Pvt Ltd across its products and services. It also applies to all employees, representatives, agents, and outsourced service providers engaged in delivering services to customers.

## 4. Guiding Principles

The grievance redressal mechanism of the Company shall be governed by the following principles:

- **Accessibility:** Customers shall have multiple, easily available channels to lodge complaints.
- **Responsiveness:** All complaints shall be acknowledged promptly and resolved within defined timelines.
- **Fairness and Transparency:** Each complaint shall be examined on merits and the resolution process shall be clearly communicated to the customer.

- **Accountability:** Designated officers shall be responsible for ensuring closure of complaints within stipulated timeframes.
- **Continuous Improvement:** Feedback from complaints shall be analysed to improve systems, processes, and customer experience.

## 5. Grievance Redressal Mechanism

### 5.1 Lodging of Complaints

Customers may lodge their complaints through any of the following channels:

1. **Company Office:** Customers can submit written complaints at the nearest Company office.
2. **Email:** Complaints may be sent to the designated customer service email ID: [connect@artclimatefinance.com](mailto:connect@artclimatefinance.com).
3. **Phone:** A customer care helpline [+91 124-6622225](tel:+911246622225) shall be available during business hours.
4. **Website:** An online complaint submission form shall be made available on the Company's website – [www.artclimatefinance.com](http://www.artclimatefinance.com).

### 5.2 Acknowledgement of Complaints

Every complaint received shall be acknowledged by the Company within **48 hours** of receipt. A unique **Complaint Reference Number** will be provided to the customer for tracking purposes.

### 5.3 Resolution of Complaints

- Simple complaints shall be resolved within **7 working days** of receipt.
- Complex complaints requiring investigation may take longer but shall be resolved within **30 days**.
- In case additional time is required, the customer shall be informed in writing along with the reason for the delay and the expected resolution timeline.

### 5.4 Escalation Mechanism within the Company

If a customer is not satisfied with the response received at the first level, the grievance may be escalated as follows:

- **Level 1:** Grievance Redressal Officer (GRO) – Pooja Jaiswal, Compliance Manager, +91 124-6622225
- **Level 3:** Senior Management/Board Committee designated for grievance oversight.

### 5.5 Recourse to RBI Ombudsman

If the complaint is not resolved within **30 days** from the date of lodging, or if the customer is not satisfied with the resolution provided by the Company, the customer may approach the RBI Ombudsman under the **Reserve Bank – Integrated Ombudsman Scheme, 2021**.

The details of the Ombudsman shall be displayed at every branch, on the Company's website, and communicated in the loan sanction letters.

## 6. Roles and Responsibilities

- **Board of Directors:** Shall provide overall oversight of the grievance redressal framework and periodically review reports on customer complaints.
- **Grievance Redressal Officer (GRO):** Shall act as the first point of escalation for unresolved

complaints, ensure timely resolution, and maintain complaint records.

- **Nodal Officer:** Shall represent the Company before the RBI Ombudsman and ensure compliance with regulatory requirements.
- **Employees and Agents:** Shall be trained to handle customer complaints courteously and efficiently, and escalate unresolved cases as per this Policy.

#### **7. Monitoring and Reporting**

- A **Grievance Register** shall be maintained with details of all complaints received, their status, and closure timelines.
- The GRO shall prepare a **quarterly report** of all complaints, including the number received, resolved, pending, and escalated, and present the same to the Board.
- The Company shall conduct **root cause analysis** of repeated complaints to identify systemic issues and take corrective measures.

#### **8. Disclosure and Transparency**

The Company shall prominently display at all offices and on its website:

- The name, designation, and contact details of the Grievance Redressal Officer.
- The escalation process for unresolved complaints.
- The contact details of the RBI Ombudsman.

#### **9. Review of Policy**

This Policy shall be reviewed **annually**, or earlier if required due to regulatory changes or business needs. All amendments shall be approved by the Board of Directors.