



# **EDC LIMITED**

**A Government of Goa Undertaking**

# **GRIEVANCE REDRESSAL POLICY**

## SUMMARY OF POLICY:

<b>Policy Name</b>	Grievance Redressal Policy
<b>Issue and Effective date</b>	10.07.24
<b>Periodicity of Review</b>	As decided by the Board of Directors
<b>Owner/Contact</b>	Personnel Department
<b>Approver</b>	Board of Directors (400 <sup>th</sup> Board Meeting dt.10.07.24)

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## **GRIEVANCE REDRESSAL POLICY**

### **1. Overview:**

EDC Limited ("**Corporation**") believes and conducts its affairs in a fair and transparent manner by maintaining the highest levels of integrity, honesty and ethical behavior while dealing with its customers ("**Customers**").

In compliance with the guidelines issued by the Reserve Bank of India ("**RBI**"), as applicable to non-banking financial companies ("**NBFC**"), for maintenance of an appropriate grievance redressal mechanism within the organization to resolve the complaints and grievances of its customers, the Corporation has formulated this Grievance Redressal Policy ("**Policy**") setting out the procedure for receiving, registering and disposing of the complaints and grievances of the Customers with respect to the schemes/products and services of the Corporation ("**Complaints**"), including but not limited to the Complaints in relation to the services provided by the third party agents or business facilitators appointed by the Corporation (if any) for providing such services on behalf of the Corporation.

This Policy aims to provide a framework to deal with the Complaints of the Customers in a fair and transparent manner and educate the Customers about the processes to be followed to lodge a Complaint with the Corporation and/or the RBI.

### **2. Purpose:**

The purpose of the Policy is to ensure that:

- a) the Customers are treated fairly and without bias, at all times.
- b) the Complaints raised by the Customers are dealt with courtesy and resolved in a timely manner.
- c) the Customers are informed of the avenues to escalate their Complaints within the Corporation.

- d) the Customers are informed of their rights so that they can opt for alternative remedies if they are not fully satisfied with the Corporation's response or resolution to their Complaints.

All the customer queries and grievances / complaints registered with the Corporation shall be reviewed, monitored and resolved to the satisfaction of the customers. The focus shall be to ensure all grievances are resolved on a timely basis and to the full satisfaction of the customers.

3. **Process of Grievance Redressal:**

The Customers who have any Complaint, can follow the following process for its redressal:

**Level-1:**

The Customers who intend to file a Complaint, may file their Complaint with the Corporation by using any of the following channels on any working day, during working hours of the Corporation (Monday to Friday except Public Holidays) and furnishing complete details in relation to such Complaint:

- A) Contact and hand over the Complaint to the respective Head of Department (Manager/Dy.General Manager/General Manager/Chief General Manager) to redress their grievance or place in the Grievance/Complaint box kept on the ground floor of EDC House; The detail of Head of Departments are as under :

Department	HOD	Mobile no.	Email
Term Loans	Mr.Ashwin Kamat	9923145005	ashwinkamat@edc-go.com
Resources/Business Promotion	Mr.John D Sousa	9890223033	jds@edc-go.com
Small Loans (CMRY/GTEGP / Personal Loans)	Mrs.Indira Fernandes	9130057629	ijfernandes@edc-go.com
Recovery	Mr.Deepak Gaude	8329599382	deepakgaude@edc-go.com
Legal	Mr.Sayeesh Prabhu	7083326059	sayeeshprabhu@edc-go.com
Personnel/Engg.	Mr.Ajay Shet	8805541919	ajayshet@edc-go.com
Accounts/Computer Cell	Mr.Sanjay Bhide	9130012309	sanjaybhide@edc-go.com
Secretarial/Establishment	Mr.Govind Narvekar	9423315828	gnarvekar@edc-go.com

B) Write to the Company at the below mentioned address:

REGISTERED OFFICE ADDRESS:
<b>EDC LIMITED</b>
<b>EDC HOUSE, Dr. Atmaram Borkar Road, Panaji – Goa 403001</b>

#### **Level - 2:**

In case, the Complaint is not resolved within 3 (Three) working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer at Level – 1, the Customer may escalate the Complaint to the **Grievance Redressal Officer ( GRO)** of the Corporation by writing at sayeeshprabhu@edc-goa.com. Contact details of the Grievance Redressal Officer is as under:

<b>Name of Grievance Redressal Officer</b>	<b>MR. SAYEESH PRABHU, Deputy General Manager (Law)</b>
<b>Email</b>	<b>grievance@edc-goa.com</b>
<b>Mobile No.</b>	<b>9370918724</b>
<b>Tel. No.</b>	<b>0832-2224517</b>

The Corporation has appointed a separate Grievance Redressal Officer for **Persons with Disabilities (PwD)** u/s 23(1) of PwD Act, 2016 the contact details of the officer are as under:

<b>Name of Grievance Redressal Officer (PwD)</b>	<b>MR.AJAY U. SHET, Manager (Personnel)</b>
<b>Email</b>	<b>edcpersonnel@edc-goa.com</b>
<b>Mobile No.</b>	<b>8805541919</b>
<b>Tel. No.</b>	<b>0832-2224510 to 16</b>

#### **Level – 3:**

In case, the Customer is not satisfied with the response or the resolution provided to it by the Grievance Redressal Officer of the Corporation at Level – 2, or the Complaint is still not resolved within the period of 15 (Fifteen) working days from the date of receipt of the Complaint by the Grievance Redressal Officer of the Corporation, the Customer may approach the **Principal Nodal Officer** appointed as per the RBI Ombudsman Scheme, the contact details are as under:

<b>Name of Principal Nodal Officer</b>	<b>MR.DEEPAK GAUDE, Deputy General Manager</b>
<b>Email</b>	deepakgaude@edc-goa.com
<b>Mobile No.</b>	9422056997
<b>Tel. No.</b>	0832-2224519

#### **Level – 4 :**

In case the Customer is not satisfied/still not resolved within a period of 30 (Thirty) working days from the date of receipt of the Complaint, the Customer may appeal to the Officer-in-Charge of the RBI Ombudsman at:

<b>Officer- in-Charge (RBI Ombudsman)</b>
<b>Reserve Bank of India, RBI</b>
<b>Byculla Office Building</b>
<b>Opp. Mumbai Central Railway Station, Byculla</b>
<b>Mumbai – 400 008</b>
<b>Ph. No. : 022-23001285</b>
<b>Complaint Portal : <a href="https://cms.rbi.org.in/">https://cms.rbi.org.in/</a></b>

#### **4. Redressal of the Complaints:**

- A. The Customers are advised to file the Complaint by furnishing complete details of the same to the Corporation.
- B. Upon receipt of the Complaint by the Corporation, the acknowledgement along with a complaint identification number and the details of the designated officer, who will be dealing with the Complaint, shall be provided to the Customer within 3 (Three) working days from the date of receipt of such Complaint.
- C. The Corporation shall provide the necessary clarification / justification with respect to the Complaint, to the satisfaction of the Customer and take all appropriate measures to resolve the Complaint within 30 (Thirty) working days from the date of receipt of such Complaint.
- D. In case any additional time is required for resolution of the Complaint, the Corporation shall inform the Customer about the requirement of such additional time along with the expected timelines for the resolution of such Complaint.

E. The Managing Director of the Corporation shall ensure that all Complaints filed by the Customers are resolved within the stipulated time frame.

F. A record of all Complaints filed by the Customers and the response or resolution provided by the Corporation shall be maintained by the Corporation as per the Corporation's policy formulated for document preservation and archival. Also the Corporation shall furnish a weekly/monthly/fortnightly report to the Department of Public Grievance, Government of Goa as per the requirements.

**5. General:**

Notwithstanding anything contained in this Policy, the Corporation shall ensure compliance with any additional requirements as may be prescribed under any laws/regulations either existing or arising out of any amendment to such laws/regulations or otherwise and applicable to the Corporation from time to time.

**6. Review and monitoring:**

- a) This Policy is subject to review by the Board of Directors of the Corporation as and when deemed necessary.
- b) This Policy shall be subject to the applicable laws including but not limited to the rules, regulations, guidelines, directives and instructions issued by the RBI, from time to time and shall supersede the earlier version of the Policy. Any change/amendment in applicable laws with regard to maintenance of an appropriate grievance redressal mechanism shall be deemed to be incorporated in this Policy by reference and this Policy shall be deemed to have been amended and revised accordingly.

**7. Disclosure**

This policy shall be uploaded on the website of the Corporation at <https://edc-goia.com>

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