



IFFCO Kisan Finance Limited

Grievance Redressal Policy

(Version 2.0)



Document owner and Version Control

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1. Introduction

IFFCO Kisan Finance Limited (**“the Company/IKFL”**) is operating as a Non-Banking Financial Company - Investment and Credit Company (NBFC - ICC) classified under the Middle Layer as per the RBI (Non-Banking Financial Company– Scale Based Regulation) Directions, 2023 (as amended) (**“Scale Based Regulations”**). The Scale Based Regulations have mandated the Board of the Company to lay down an appropriate Grievance Redressal Mechanism. Accordingly, the Board has adopted this Policy on Grievance Redressal Mechanism known as Grievance Redressal Policy (**“Policy”**).

This Policy is the starting point of building Customer Grievance Redressal Mechanism (CGRM) which confirms the Company’s commitment at the highest level, to provide CGRM to its customers to understand and address their complaints.

The Policy shall be applicable to all the businesses undertaken by the Company and shall be applicable for all past and existing customers of IKFL, as well as those who will be onboarded in future. This Policy has become effective from the date of its first approval by the Board and any subsequent amendments shall become effective from the date of approval of such an amendment by the Board of Directors.

2. Objective

The objective of this Policy is to outline an efficient and effective grievance redressal mechanism for the customers of the Company. The mechanism has been designed considering the following:

- a) To provide the best possible customer service and satisfaction.
- b) Grievances raised by customers are dealt with courtesy, efficiency and swiftness, not exceeding the internally and externally prescribed timelines.
- c) Customers are fully informed of avenues to escalate their complaints / grievances within the Company and their rights to alternative remedy if they are not fully

satisfied with the response of IKFL to their complaints.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and reviewing mechanisms and to ensure prompt redressal of customer complaints and grievances, if there are any.

3. Definition

“Customer” means any individual or entity who has availed or seeks to avail any financial or non-financial product or service from the Company, including but not limited to insurance products sold on behalf of insurance companies where the Company acts as a corporate agent, and third-party products or services facilitated by the Company.

“Complaint” - Any communication from the customer that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service provided by the Company. This includes grievances related to the Insurance – Corporate Agency business of the Company, issues arising from delayed updation or rectification of credit information, and complaints associated with services rendered by third-party service providers engaged by the Company.

“Query” - These may be general inquiries, primarily relating to IKFL loans, interest rates, repayment terms, eligibility norms, categories of loans, eligibility criteria for enrollment, terms of financing / refinancing etc.

“Grievance Redressal Officer (GRO)” means an official appointed by the Company, who is responsible for ensuring timely resolution of all complaints made by customers in line with the Grievance Redressal Mechanism of the Company.

“Principal Nodal Officer (PNO)” refers to a senior official appointed by the Company to act as the primary liaison with the Reserve Bank of India under the RBI Ombudsman Scheme. The officer is responsible for representing the Company in all grievance-related matters before the Ombudsman, ensuring timely responses, regulatory compliance, and effective coordination across departments for resolution of customer complaints.

Terms that have not been defined in this policy shall have the same meaning as assigned to them in the RBI Act, 1934, Scale Based Regulations of RBI, and Companies Act, 2013 or any other relevant legislation, as amended from time to time.

4. Grievance Redressal Mechanism

The Company's CGRM process is centralized to ensure uniformity and efficiency in grievance handling. Any customer having a grievance, complaint, or feedback with respect to the products and services offered by the Company may write to the Company's Customer Service Department through any of the channels mentioned in the subsequent paragraph, in a language of their choice. The Company shall ensure timely redressal of complaints of all customers, including those who are physically or visually challenged. This process also addresses issues related to the services provided by outsourced agencies.

For this purpose, it is important to distinguish between a query from the customer or a request for a service on one hand from a complaint. Only complaints/ grievances are covered under this Policy.

The channels available are as follows:

- i. **Dedicated Toll-Free Number:** For any grievance/ complaint/ feedback, customers can call the Company's toll-free number **1800 203 5972**. The Company's customer care service is available between 9:30 am and 6:00 pm (Monday to Friday).
- ii. **Dedicated e-mail ID:** Customers can also email us their grievances at care@kisanfinance.com.
- iii. **Through website:** Customers can also lodge their complaints through the official website of IKFL.
- iv. **Complaint Register at the Branches:** Customers can raise their concerns by recording them in the Complaint Register available at any of our branch offices. This register is regularly monitored to ensure timely resolution of issues in

accordance with our grievance redressal policy.

- v. **Customers can also write to us at the following address:** Customer Care Department, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana.

Once a complaint or query is received through any of the channels mentioned above, the Company will initiate communication with the customer using the most suitable mode of contact. This approach ensures that the customer issues are addressed and resolved efficiently and in a timely manner, in accordance with this Policy.

5. Escalation matrix

If a customer remains dissatisfied with the resolution provided or does not receive a response within 10 working days through the above channels, he/she has the option to escalate the complaint as per the escalation matrix provided below.

Levels	Contact Person	Mode through which the customer may connect	TAT to resolve the grievance
Level 1	Grievance Redressal Officer (GRO)	Name: Mr. Ved Prakash Singh Email: grievance@kisanfinance.com Mobile no. 9355031167 Address: Grievance Redressal Officer, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana	Within 7 working days from the date of escalation of grievance with GRO.
Level 2	Principal Nodal Officer (PNO)	Name: Mr. Vijay Kumar Mishra Email: nodal.officer@kisanfinance.com Mobile no. 9355031159 Address: Principal Nodal Officer, IFFCO Kisan Finance Limited, IFFCO Tower-1, 3rd Floor, Sector-29, Gurugram-122001, Haryana	Within 7 working days from the date of escalation to PNO.
Level 3	RBI Complaint Management System as per the RBI Integrated Ombudsman Scheme	If the grievances/ complaints are not redressed within a period of one month from the date of first receipt of complaint, the customer may lodge his/her complaint on RBI CMS portal -	

		https://cms.rbi.org.in Or send his/her complaint form (format available on the website under Integrated Ombudsman scheme 2021) to the below mentioned address: The Officer Incharge, Centralised Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 Or call Toll-free No. 14448 (9:30 am to 5:15 pm)	-
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6. Complaints pertaining to Insurance – Corporate Agency

Customers having grievances related to insurance services offered under the Corporate Agency arrangement may register their complaints through multiple channels. They can use the Bima Bharosa system, the IRDAI's online grievance redressal portal, available at <https://bimabharosa.irdai.gov.in>, to lodge complaints and track their status. Alternatively, complaints can be sent via email to complaints@irdai.gov.in or raised through the IRDAI's Toll-Free Numbers: 155255 or 1800 4254 732. If a customer prefers to send the complaint in physical form, it may be addressed to:

General Manager

Insurance Regulatory and Development Authority of India (IRDAI)
Policyholder's Protection & Grievance Redressal Department – Grievance Redressal Cell
Sy. No. 115/1, Financial District, Nanakramguda,
Gachibowli, Hyderabad – 500032.

7. Review of CGRM

To ensure continuous improvement in grievance handling, monthly review meetings shall be conducted under the Chairmanship of the CEO. These meetings will focus on evaluating the quality of grievance resolution, particularly for closed cases, with an emphasis on enhancing operational efficiency, accountability, and customer satisfaction. Additionally, a comprehensive categorization exercise shall be undertaken to reduce the overuse of the "Others" category in grievance classification, thereby improving the

accuracy and effectiveness of complaint analysis and resolution. The GRO shall also circulate a monthly MIS on CGRM to the management, highlighting key grievance metrics and resolution insights.

Once in a quarter, the Board of Directors of the Company or a Committee authorized by the Board in this regard shall review and discuss the analysis of the grievances received during the quarter.

8. Appointment Authority

The Managing Director and Chief Executive Officer are severally authorized to appoint the Grievance Redressal Officer and Principal Nodal Officer for the Company. This authority includes the power to designate, replace, or reassign responsibilities as necessary to ensure the effective implementation and oversight of the grievance redressal mechanism, in compliance with applicable regulatory requirements.

9. Display of this Policy

For the benefit of customers, the Company shall prominently display this Policy at all its office premises and on its website, in both English and local languages. The Policy can be accessed online via the following link: <https://www.iffcokisanfinance.com/policies.php>

10. Review / Amendment (s)

The policy shall be reviewed by the Board on the recommendation of the Audit Committee at least once a year.

Regulatory changes: The Managing Director, Chief Executive Officer, Chief Financial Officer and Chief Compliance Officer shall have the authority to carry out changes in this Policy on account of regulatory developments. Such changes to the Policy shall be subsequently placed before the Audit Committee and Board of Directors.

Other changes: Any changes other than Regulatory changes shall be carried out with the recommendation of the Audit Committee and the approval of the Board of Directors of the Company.

All extant & future master circulars/directions/guidelines/guidance notes issued by the RBI and IRDAI from time to time would be the directing force for the Grievance Redressal Policy of the Company and will supersede the contents of this Grievance Redressal Policy.

Note:

This document remains the property of the Company. This policy is intended to guide the customers, employees and the management on the CGRM of the Company. It is not to be used for any other purposes, copied, distributed, or transmitted in any form or means without the prior written consent of the Company.
