Contact: +91-7353013499
Email: getsupport@oxyzo.in
Website: www.oxyzo.in

OXYZO FINANCIAL SERVICES LIMITED
(FORMERLY KNOWN AS OXYZO FINANCIAL SERVICES PRIVATE LIMITED)
(COMPANY OR OXYZO)

POLICY ON GRIEVANCE REDRESSAL MECHANISM

REVIEW & APPROVING AUTHORITY

Authority	Designation
Prepared by	Compliance Department
Reviewed and approved by	Board of Directors

VERSION HISTORY

Version	Issue Date	Brief Description
1.0	September 30, 2020	Appointment of new Grievance Redressal Officer
2.0	February 04, 2022	Change of Postal Address and Time Frame for response
2.1	July 26, 2022	Appointment of new Grievance Redressal Officer
3.0	February 15,2023	Reviewed by Operational Committee
3.1	May 23, 2023	Noted by Board of Directors
4.0	April 15, 2024	Reviewed by Operational Committee
4.1	May 28, 2024	Reviewed and Approved by Board of Directors
5.0	May 28, 2026	Reviewed and Approved by Board of Directors

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1. INTRODUCTION

The Reserve Bank of India vide Master Direction – Reserve Bank of India (Non-Banking Financial Companies – Responsible Business Conduct) Directions, 2025 as amended from time to time issued guidelines on Grievance Redressal Mechanism for applicable NBFC and has required all NBFCs shall lay down the appropriate grievance redressal mechanism within the organization.

2. BASIS

The Grievance Redressal Mechanism Policy has been made as per Directions issued by Reserve Bank of India (RBI) on Responsible Business Conduct for Non-Banking Financial Companies (NBFCs).

3. PURPOSE

The purpose of the policy is to ensure that:

a. All customers are treated fairly and without bias at all times.
b. All issues raised by customers are dealt with courtesy and resolved on time.
c. Customers are made completely aware of their rights so that they can opt for alternative remedies if they are not fully satisfied with response or resolution to their complaint

4. RESPONSIBILITIES OF BOARD

As per Master Directions, the Board of Directors shall be responsible –

a. To lay down the appropriate grievance redressal mechanism within the organization which ensures that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level.
b. To provide periodical review of the compliance of the Fair Practices Code and the functioning of the grievance's redressal mechanism at various levels of management.

5. RECORDING AND TRACKING OF COMPLAINTS

a. All the complaints received by NBFC must be recorded and tracked for end-to-end resolution.
b. Complaint MIS is published to the management on periodical basis.

6. RESOLUTION OF COMPLAINTS

The Grievance Redressal Officer is responsible for resolution and for closure of customer issues.

7. TIME FRAME FOR RESPONSE

The turn-around time for responding to a complaint is as follows:

i. Normal cases (other than the one mentioned below): 15 working days for normal cases
ii. Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: 30 working days
iii. EMI related cases: 30 working days
iv. Cases involving 3rd party (other Banks or financial institutions or dealership or if customer out of country): 30 working days
v. For all the complaints received from the regulator, timelines as mandated by respective regulator will be adhered.

If any case needs additional time, the NBFC will inform the **customer/regulator of** additional time with expected timelines for resolution of the issue.

8. MECHANISM TO HANDLE CUSTOMER COMPLAINTS/GRIEVANCE

Customers who wish to provide feedback or send in their complaint related to services of OXYZO Financial Services Limited including the issues relating to services provided by the outsourced agency may use the following channels between 10:00 am and 6:30 pm, from Monday to Friday (except on public holidays).

Name of the Grievance Redressal Officer:	Mr. Abhishek Goyal
Address:	Global Business Park, First Floor Tower A, Sector 26, MG Road, Gurugram - 122001, India
Tel:	91-7353013499
E-mail ID:	grievanceredressal@oxyzo.in

If a customer is not satisfied with the resolution provided through above channel or if the complaint/dispute is not redressed within a period of one month, the customer may appeal to Centralised Receipt and Processing Centre. The details of Centralised Receipt and Processing Centre are as given below:

Centralised Receipt and Processing Centre,

Reserve Bank of India, 4th Floor, Sector 17,

Chandigarh - 160017

Toll Free No. 14448

E-mail: CRPC@rbi.org.in

The details of above contact points for grievance redressal mechanism shall be published on the website for the benefit of the customers.

9. MONITORING

The customer complaints register along with ageing analysis and complaints received from the Reserve Bank of India shall be placed before the Management on a periodic basis for its review, if required so.

10. REVIEW OF THE POLICY

The Board shall review the policy on periodical basis and otherwise as it deems appropriate.

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