

Kotak Mahindra Investments Limited
Customer Grievance Redressal Policy

Approval authority	Board
Approved on	January-22
Owner of the policy	Compliance
Review frequency	Once in two years
Previous version no and date	1.03 dated October, 2020

Background

Kotak Infrastructure Debt Fund Limited (KIDF) believes in service excellence and customer delight. In the present competitive scenario, excellence in customer service is the most important tool for sustained business growth.

Objectives

This policy document aims at providing prompt and efficient customer service which is essential not only to attract new customers, but also key to retention of existing customers. It outlines the structured framework for addressing Customer grievances.

Applicability

This policy is applicable to all the customers of the company.

Broad Principles of Grievance Redressal

- **Equality:** Customers to be treated fairly and with equality.
- **Transparency:** The customer shall be provided with information regarding the channels they can access to raise complaints and resolve their issues.
- **Escalation:** If a customer is not satisfied with the resolution provided through various channels, the customer can escalate the issues to the next higher level. The escalation matrix is defined below.
- **Review:** The Bank shall have forums at various levels to review customer grievances and enhance the quality of customer service.

Nature of Customer Complaints

Customer Complaints arises generally due to

- Gaps between standards of services promised and actual services rendered.
- Inadequacy of the services made available to the customers.
- Issues in Interest rate, computation of Interest, other reconciliations etc.
- Other Issues including errors

Registration of Customer Complaint

Customers are encouraged to provide their complaints only in writing however service requests can be placed orally over telephone.

Customer can escalate if they are not satisfied with the resolution provided as per escalation matrix defined below.

Recording and Tracking of Complaints

Company shall maintain proper listing of all complaints received to enable tracking of same. All complaints will be entered in a register, numbered, acknowledged and diary notes taken for follow up and resolution.

The format of the complaint register is as per 'Annexure I' Reminders, e-mails, faxes, phone-calls will be used for prompt resolution of complaints.

Complaints lodged with branch/offices would be promptly sent to the corporate office of the company and followed up to ensure speedy resolution.

Resolution of Customer Complaints/Grievances

All the customer complaints will be consolidated at the Head Office/Corporate Office level.

- **Responsibility of Resolution:**

The complaint escalations will be handled by the Grievance Redressal Officer who will be responsible for appropriate action at the initial stage. In case of non-satisfaction, the complaints may be escalated to Nodal Officer, the details of which is displayed at each of the branch offices and website of the company.

The responsibilities of the Nodal Officer at Head Office shall include:

1. Laying down the grievances Redressal policy and process.
2. Monitoring its implementation and initiating corrective action wherever needed.
3. Review the comments of auditors on implementation of Customer Service and grievance Redressal policies and initiate corrective action wherever necessary.
4. With the help of data collected from feedback, complaints, customer service surveys and audits, do root cause analysis of most impactful and/or most recurring issues to identify the processes that need to be corrected to prevent recurrence.
5. Ensure prompt submission of all reports and returns to RBI and other statutory /regulatory bodies, if any relating to Customer Service.
6. The Nodal officer, besides his above mentioned duties, shall also decide upon matters requiring immediate action and follow-up for timely Redressal of grievances of customers. Where delay is seen, he shall take corrective steps/action to avoid delays, including appropriate action where shortcomings are seen.

- **Time Frame**

Redressal Officer should try to resolve the complaint within the specified time frames.

Interim response to all complaints raised should be provided within 7 working days wherever the actual resolution may take time.

All Branches / Offices are required to make out all efforts to resolve grievances of complainants promptly. However, where procedural issues are involved, resolution may take a longer time. In any case, efforts will be taken to ensure resolution of complaints within 14 working days.

- **Employee training and awareness:**

Staff shall be periodically trained on the basics of handling and resolving customer issues to ensure issues or complaints are resolved based on the following principles:

1. Prompt response within the stipulated time frame.
2. Maximization of customer retention at minimum cost.

3. Correction of mistakes and errors quickly.
4. Minimize further complaints.

- **Escalation Matrix:**

In order to make Redressal mechanism more meaningful and effective, following escalation has been defined:

First escalation – Contact Grievance Redressal Officer (currently Mr. Shrey Pujari – Shrey.Pujari@kotak.com) for any grievances.

Second escalation – Contact Nodal Officer (currently Mr. Veenu Singla- ceo.kidf@kotak.com) in case not satisfied with the decision of Grievance Redressal Officer or response has not been received within 14 working days.

Regulatory escalation - If the customer is not satisfied with the resolution provided by the company, he may approach the Officer in Charge of the Regional Office of Department of Non-Banking Supervision of RBI at the address given below:

Department of Non-Banking Supervision
Mumbai Regional Office, 3rd Floor,
Reserve Bank of India,
Opposite Mumbai Central Railway Station, Byculla,
Mumbai 400 008
Phone : (022) 23084121 Fax: (022) 23022011
Email: dnbs@rbi.org.in

Reporting and Review

On Quarterly basis the MIS would be presented to the Grievances Committee for discussion.

A periodical review of the Code and the functioning of the grievance Redressal mechanism at various levels of management would be undertaken by the Company and the minutes shall be submitted to the Board of Directors of the Company at regular intervals.

Mandatory Display Requirement

It is mandatory for the branch offices to provide appropriate arrangement for receiving complaints and suggestions.

- The name, address and contact number of Nodal Officer
- Code of commitment to customers/Fair Practice Code

Annexure I:

Client Name	
Segment/Product	
Location	
Complaint Recd. date	
Classification	
Complaint Description	
Responded Date	
Response in brief	