

# S.I. CAPITAL & FINANCIAL SERVICES LIMITED

CIN: L67190TZ1994PLC040490 | BSE Scrip Code: 530907

## Customer Grievance Redressal Policy

(Integrated Ombudsman Scheme)

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### Regulatory Framework

This policy is maintained in accordance with RBI CEPD Circular No. CO.CEPD.PRS. No. S863/13.01.008/2025-26 (dated December 09, 2025) and the Reserve Bank – Integrated Ombudsman Scheme, 2021. Our commitment is to provide a fair, transparent, and prompt redressal mechanism for all our customers.

#### **Registered Office:**

*S.I. Capital & Financial Services Limited*

*No.28, Second Floor, New Scheme Road,*

*Pollachi – 642001, Tamil Nadu, India*

*Confidential – Internal Policy Document | Website Publication Version*

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## 1. Preamble

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### 1.1. Corporate Profile

S.I. Capital & Financial Services Limited ("the Company") is a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (RBI), incorporated under the Companies Act and listed on BSE Limited (Scrip Code: 530907). The Company is committed to providing efficient and transparent financial services from its Registered Office at No. 28, Second Floor, New Scheme Road, Pollachi – 642001, Tamil Nadu, and its Corporate Office at 2nd Floor, Pallithamam Building, Sree Vadakkumnathan Complex, Karunakaran Nambiar Road, North Bus Stand, Thrissur-680020.

### 1.2 Regulatory Objective

This Customer Grievance Redressal Policy ("the Policy") is formulated in compliance with the RBI Consumer Education and Protection Department (CEPD) Circular No. CO.CECPD.PRS. No.S863/13-01-008/2025-2026 dated December 09, 2025 ("the CEPD Circular"), and the Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOS 2021), and all applicable RBI Master Directions relating to grievance redressal, Fair Practices Code, and customer protection.

### 1.3 Our Service Philosophy

The Company believes that customer satisfaction is the cornerstone of our growth. The Policy establishes the mechanism for receipt, acknowledgement, escalation, investigation, and resolution of customer grievances in a prompt, fair, and transparent manner. In compliance with the CEPD Circular, a complaint handling flowchart depicting the escalation mechanism and grievance redressal hierarchy is displayed on the Company's website under the "Complaints" section.

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## 2. Objectives

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The primary objective of this Policy is to ensure that the Company's grievance redressal process is customer-friendly, time-bound, and strictly aligned with regulatory expectations. Specifically, the Company aims to:

- Provide customers a simple, accessible, and transparent mechanism to register complaints.
  - Ensure acknowledgement and resolution within defined Turnaround Times (TATs).
  - Establish clear escalation pathways including RBI Ombudsman escalation as required under RB-IOS 2021.
  - Display the complaint handling flowchart on the Company website as mandated by the CEPD Circular dated December 09, 2025.
  - Protect the rights and interests of all customers, including retail borrowers and depositors.
  - Maintain a culture of accountability and continuous improvement.
  - Comply with all applicable RBI, SEBI, and other regulatory requirements.
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### 3. Scope & Applicability

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This Policy is comprehensive and applies across the entire operational ecosystem of the company. The scope includes:

- All existing and prospective customers of S.I. Capital & Financial Services Limited.
  - All products and services offered including loans, deposits (if any), financial services, and any ancillary services.
  - All employees, agents, and authorised representatives acting on behalf of the Company.
  - All channels — branch, digital, helpdesk, correspondence, and regulatory portals.
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### 4. Regulatory Framework & Reference

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This Policy is anchored in the statutory guidelines and directives issued by the financial regulators of India. It has been framed in accordance with the following:

- RBI CEPD Circular No. CO.CEPD.PRS. No. S863/13-01-008/2025-2026 dated December 09, 2025 — mandating display of complaint handling flowchart on website under the "Complaints" section.
  - Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOIS 2021).
  - RBI Master Directions on Fair Practices Code for NBFCs.
  - RBI Master Direction on Internal Ombudsman for Regulated Entities (as applicable).
  - RBI Guidelines on Strengthening Grievance Redress Mechanism.
  - Consumer Protection Act, 2019.
  - SEBI SCORES guidelines (to the extent applicable for listed entity obligations).
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### 5. Definition Of Grievance / Complaint

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For the purpose of this Policy, a "Complaint" or "Grievance" is defined as any expression of dissatisfaction—whether written, or electronic—by a customer regarding a specific product, service, action, or omission by the Company where a response or resolution is explicitly or implicitly expected.

The scope of a grievance includes, but is not limited to, the following areas:

- Non-disbursement or delayed disbursement of loans.
  - Incorrect or disputed account statements or loan schedules.
  - Unauthorised or erroneous debits/credits.
  - Excessive or undisclosed charges, fees, or interest.
  - Non-adherence to the Fair Practices Code or RBI directions.
  - Unsatisfactory conduct by Company staff or agents.
  - Failure to update KYC or implement customer instructions.
  - Disputes relating to recovery practices or conduct of recovery agents.
  - Any breach of RBI directives affecting the customer.
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## 6. Grievance Redressal Authorities

### 6.1 Grievance Redressal Officer (GRO)

The Company has appointed a Senior Officer as the Grievance Redressal Officer (GRO) to ensure the effective implementation of this policy. The GRO is the primary authority for ensuring that all customer concerns are addressed with impartiality and technical accuracy.

The responsibilities of the GRO include:

- Overseeing receipt, registration, and resolution of all customer grievances.
- Reviewing escalated complaints and ensuring fair investigation.
- Reporting complaint statistics to the Board and RBI CEPD as required.
- Implementing corrective actions to prevent recurrence.

<b>Name and Designation</b>	Subin C B, Area Manager
<b>Email</b>	subin@sicapital.co.in
<b>Address</b>	2nd Floor, Pallithamam Building, Sree Vadakkumnathan Complex, Karunakaran Nambiar Road, North Bus Stand, Thrissur-680020
<b>Working Hours</b>	Monday – Saturday, 9:30 AM to 5:30 PM (excluding public holidays)

### 6.2 Principal Nodal Officer (PNO)

The Company has designated a Principal Nodal Officer (PNO) who serves as the senior-most authority for grievance redressal and regulatory liaison. The PNO ensures that the Company's redressal mechanism operates with absolute integrity and remains fully aligned with the Reserve Bank – Integrated Ombudsman Scheme, 2021.

The key responsibilities of the Principal Nodal Officer include:

- Review complaints escalated beyond the GRO stage.
- Coordinate with RBI CEPD and RBI Ombudsman on referred matters.

<b>Designation</b>	Jayson A Mekkattukulam, Managing Director
<b>Email</b>	<a href="mailto:md@sicapital.co.in">md@sicapital.co.in</a>

## 7. Grievance Redressal Channels

### 7.1 Branch / In-Person

Customers are welcome to visit any of our branches during business hours to submit a written complaint. Our staff will provide an immediate acknowledgement receipt for your records.

### 7.2 Written / Postal

Formal written complaints may be dispatched via post or courier to our Corporate Office: S.I. Capital & Financial Services Limited, 2nd Floor, Pallithamam Building, Sree Vadakkumnathan Complex, Karunakaran Nambiar Road, North Bus Stand, Thrissur-680020.

### 7.3 Email

For a digital record of your grievance, you may reach out to us via email. We have dedicated desks to monitor these communications: [customercare@sicapital.co.in](mailto:customercare@sicapital.co.in) or [subin@sicapital.co.in](mailto:subin@sicapital.co.in) with name, account/loan number, contact details, and description of grievance.

#### 7.4 Website / Digital

Complaints may be submitted via the Company's website ([www.sicapital.co.in](http://www.sicapital.co.in)) under the dedicated "Complaints" section, which also displays the complaint handling flowchart as required by the CEPD Circular.

#### 7.5 RBI Complaint Management System (CMS)

In accordance with the Reserve Bank – Integrated Ombudsman Scheme, 2021, if your complaint is:

- Not resolved by the Company within 30 days; or
- Rejected (in whole or in part); or
- Resolved in a manner not satisfactory to you;

You may escalate the matter to the RBI Ombudsman through the following channels:

- **Online Portal:** [cms.rbi.org.in](http://cms.rbi.org.in)
- **Toll-Free Helpline:** 14448
- **Postal Address:** Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017.

## 8. Grievance Registration & Acknowledgement

Once a grievance is submitted through any of our official channels, the Company follows a standardized procedure to ensure accountability and speed:

- Assign a unique Grievance Reference Number (GRN).
- Acknowledge receipt within 24 hours via the same channel (email / written).
- Record: customer name, account number, date, nature of complaint, channel, priority, and assigned officer.
- Route to the appropriate department/officer for investigation and redressal.

## 9. Turnaround Time (Tat) For Resolution

The Company is committed to resolving all grievances within the shortest possible timeframe. Our resolution schedule is categorized based on the nature and complexity of the complaint:

Complaint Category	Resolution TAT
Acknowledgement of complaint	Within 24 hours
Simple / Informational	3 Business Days
Operational / Service	7 Business Days
Complex / Financial	15 Business Days
Investigation required	30 Business Days
Regulatory referrals	As per timelines specified by the Regulator

## 9.1 Communication Protocol for Delays

While we strive to resolve all matters within the timelines stated above, certain cases may involve external dependencies or exhaustive investigations. In such instances:

- The Company will proactively communicate the reason for the delay.
- A revised timeline for resolution will be shared with the customer.
- In all circumstances, a final decision will be communicated within a maximum period of 30 days from the date of the initial submission, in strict compliance with RBI Internal Ombudsman Directions.

## 10. Escalation Matrix

We are committed to resolving your concerns at the first point of contact. However, if you are not satisfied with the resolution provided, or if your complaint remains unresolved within the prescribed Turnaround Time (TAT), you may escalate your grievance through our multi-tier hierarchy:

Level	Authority	TAT	Contact
Level 1	Customer Service / Branch / Helpdesk	3 Business Days	customercare@sicapital.co.in
Level 2	Grievance Redressal Officer (GRO)	7 Business Days	subin@sicapital.co.in
Level 3	Principal Nodal Officer (PNO)	10 Business Days	md@sicapital.co.in
Level 4	RBI Ombudsman (CMS Portal)	Per RBI norms	cms.rbi.org.in

In strict compliance with the RBI CEPD Circular dated December 09, 2025, a detailed Complaint Handling Flowchart is available on our website. This flowchart provides a visual representation of the escalation hierarchy, helping you navigate the process from initial registration to final regulatory recourse.

## 11. Investigation & Resolution Process

The Company follows a structured and impartial investigative process to ensure that every grievance is resolved on its merits. Our internal procedure involves the following stages:

- Review of all relevant records, transaction logs, and correspondence.
- Consultation with relevant business unit, compliance, or legal team as necessary.
- Factual analysis with findings and proposed resolution.
- Final resolution communicated to the customer with clear explanation and actions taken.
- Rejected complaints: detailed reasons provided with escalation options including RBI CMS.
- Complaint Register updated with resolution details and closure date.

## 12. RBI Ombudsman – Escalation Rights

In accordance with the Reserve Bank – Integrated Ombudsman Scheme, 2021 (RB-IOS 2021), we recognize the right of our customers to seek independent recourse. If a grievance remains unresolved to your satisfaction, you may approach the RBI Ombudsman:

### 12.1 When can you approach the RBI Ombudsman?

You are eligible to escalate your complaint to the Ombudsman if:

- **Time Lapse:** The complaint has not been resolved by the Company within **30 days** of your initial submission.
- **Dissatisfaction:** You are not satisfied with the final resolution or the explanation provided by our Principal Nodal Officer.
- **Rejection:** Your complaint has been rejected by the Company, either wholly or partially.

## 12.2 RBI Contact Information & Filing Channels

Channel	Contact Details
RBI CMS Portal	cms.rbi.org.in
CMS Toll-Free	14448 (Available 24/7)
Postal Address (CEPD)	Consumer Education and Protection Department, RBI, 1st Floor, Amar Building, Sir P.M. Road, Fort, Mumbai – 400 001
Official Email (CEPD)	cgmcepd@rbi.org.in

## 12.3 Our Guarantee of Non-Interference

S.I. Capital & Financial Services Limited maintains a policy of absolute transparency. The Company shall not obstruct, discourage, or unfairly influence any customer from exercising their statutory right to approach the RBI Ombudsman. We are committed to cooperating fully with the Ombudsman's office to ensure a fair outcome for all parties involved.

## 13. Customer Rights

At S.I. Capital & Financial Services Limited, we believe that every customer is entitled to a fair and professional grievance experience. In alignment with the RBI's Charter of Customer Rights, we guarantee the following

- Right to lodge a complaint without fear of discrimination or adverse treatment.
- Right to receive prompt acknowledgement with a reference number.
- Right to be kept informed of the complaint status.
- Right to receive a clear, reasoned, written response.
- Right to escalate to higher authorities including RBI Ombudsman.
- Right to protection of personal data throughout the grievance process.
- Right to fair compensation where applicable under RBI guidelines.

## 14. Statutory Website Disclosures

In strict adherence to the RBI CEPD Circular (Dec 2025) and Para 18 of the RB-IOs 2021, S.I. Capital & Financial Services Limited maintains a dedicated and easily accessible "Complaints" section on its official website.

To ensure full transparency, the following elements are permanently hosted and updated:

- This Customer Grievance Redressal Policy.
- Complaint handling flowchart depicting the escalation mechanism and grievance redressal hierarchy.

- Name, designation, and contact details of the Grievance Redressal Officer.
  - Name, designation, and contact details of the Principal Nodal Officer.
  - Link to the RBI Complaint Management System ([cms.rbi.org.in](https://cms.rbi.org.in)).
  - Complaint registration form/link.
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## 15. Responsibilities Of the Company

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To ensure the integrity of our grievance redressal mechanism, the Company adheres to a strict internal governance framework. This ensures that our service standards remain consistent and that we are continuously improving based on customer feedback.

- Train all customer-facing staff on this Policy and complaint handling procedures.
- Maintain the Complaint Register securely and accurately.
- Analyse complaint data quarterly to identify trends and systemic issues.
- Submit complaint reports to the Board of Directors quarterly.
- File periodic reports with RBI CEPD as required.
- Keep website disclosures current, including updated PNO contact details (intimated to [iocepd@rbi.org.in](mailto:iocepd@rbi.org.in) for any change).
- Review and update this Policy annually or as regulations change.

## 16. Non-Retaliation & Data Privacy

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The Company is committed to maintaining a safe and secure environment for all customers to voice their concerns. Our grievance process is built on the twin pillars of protection and privacy:

### 16.1 Protection Against Retaliation

The Company maintains a strict Zero-Retaliation Policy. No customer shall be subjected to any form of discrimination, harassment, or adverse treatment—including restricted access to services or biased credit decisions—for having lodged a legitimate complaint or for participating in a grievance investigation. We view every complaint as an opportunity to improve our service standards.

### 16.2 Data Privacy & Confidentiality

We recognize the sensitivity of the financial and personal information shared during the grievance process. In alignment with the Digital Personal Data Protection (DPDP) Act and other applicable laws:

- **Confidentiality:** All details regarding your complaint are shared only with authorized personnel directly involved in the investigation and resolution process.
  - **Purpose Limitation:** Information collected during the grievance redressal process is used solely for the purpose of resolving the issue and improving our internal systems.
  - **Secure Retention:** All complaint-related records—including correspondence, evidence, and resolution details—are maintained securely for a minimum period of five (5) years from the date of resolution.
  - **Regulatory Access:** Records are made available for audit only to authorized statutory bodies, such as the Reserve Bank of India, as required by law.
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## 17. Policy Review & Amendment

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This Policy shall be reviewed annually by the Compliance Department and the Board of Directors, or earlier if required by regulatory changes. Amendments shall be approved by the Board and updated on the Company's website.

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## 18. Key Contact Directory

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<b>Customer Care Email</b>	customercare@sicapital.co.in
<b>GRO Email</b>	subin@sicapital.co.in
<b>Nodal Officer Email</b>	md@sicapital.co.in
<b>Registered Office</b>	No. 28, Second Floor, New Scheme Road, Pollachi – 642001, Tamil Nadu   Ph: 04259-233304/05
<b>Corporate Office</b>	2nd Floor, Pallithamam Building, Sree Vadakkumnathan Complex, Karunakaran Nambiar Road, North Bus Stand, Thrissur-680020
<b>Website</b>	<a href="http://www.sicapital.co.in">www.sicapital.co.in</a>
<b>Company Email</b>	<a href="mailto:info@sicapital.co.in">info@sicapital.co.in</a>
<b>BSE Scrip Code</b>	530907
<b>CIN</b>	L67190TZ1994PLC040490
<b>RBI CMS Portal</b>	cms.rbi.org.in   Toll-Free: 14448