Grievance Redressal Policy

1. Introduction

Blue Chip Finance Private Limited ("Blue Chip", "Company", "we", "us", or "our") is a Non-Banking Financial Company (NBFC) registered with the Reserve Bank of India (RBI) and is committed to providing prompt, fair, transparent, and efficient customer service.

Customer satisfaction is fundamental to our business, and effective grievance resolution plays a vital role in maintaining customer trust and strengthening long-term relationships. Blue Chip Finance Private Limited believes that every customer complaint provides an opportunity to improve the quality of its products, services, and overall customer experience.

This Grievance Redressal Policy establishes a structured framework for the receipt, acknowledgment, investigation, resolution, and monitoring of customer grievances. It also provides customers with a clear escalation mechanism where they are not satisfied with the resolution provided by the Company.

This Policy has been formulated in accordance with the applicable provisions of the **Reserve Bank of India (RBI) Master Direction – Non-Banking Financial Company – Scale Based Regulation Directions, 2023**, the **RBI Digital Lending Guidelines**, and other applicable laws, regulations, and circulars issued by the Reserve Bank of India, as amended from time to time.

This Policy has been approved by the Board of Directors of Blue Chip Finance Private Limited.

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2. Purpose / Key Commitments

The purpose of this Policy is to ensure that:

- All customers are treated fairly, respectfully, transparently, and without discrimination at all times.
- Customer grievances are acknowledged promptly and resolved in a fair, efficient, and time-bound manner.
- All employees and authorised representatives act professionally, in good faith, and in accordance with the Company's policies and applicable regulatory requirements.
- Customers are informed of the various channels available for submitting complaints and escalating unresolved grievances.
- Appropriate mechanisms exist to identify the root cause of recurring complaints and implement corrective measures to improve customer experience.
- The Company complies with all applicable RBI directions and regulatory requirements relating to grievance redressal.

3. Grievance Redressal Officer

The Board of Directors of **Blue Chip Finance Private Limited** has appointed a **Grievance Redressal Officer (GRO)** to oversee the implementation and effective functioning of the Company's Grievance Redressal Mechanism.

The Grievance Redressal Officer shall be responsible for:

- Overseeing the Company's grievance redressal framework.
- Ensuring that customer grievances are acknowledged, investigated, and resolved in a timely and fair manner.
- Monitoring compliance with applicable RBI directions and other regulatory requirements relating to customer grievance handling.
- Addressing grievances escalated beyond the initial customer support channels.
- Identifying recurring issues and recommending corrective and preventive measures to improve customer experience.
- Ensuring that customer complaints are handled with fairness, transparency, and professionalism.

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4. Grievance Redressal Process / Mechanism

Blue Chip Finance Private Limited has established a structured grievance redressal process to ensure that all customer complaints are handled promptly, fairly, and efficiently.

Customers may register complaints, seek clarification, provide feedback, or request assistance through any of the following channels.

4.1 Registration of Complaints

Customers may register their complaints through any of the following channels:

Customer Care

Phone: +91 87961 66221

Working Hours: Monday to Friday, 10:00 AM to 6:00 PM (excluding public holidays)

Email

Customer Support Email:

care@bluechipfinance.co

Write to Us

Blue Chip Finance Private Limited

Corporate Office

2nd Floor, Plot No. 34,

Udyog Vihar, Phase-4,

Gurugram, Haryana – 122015

To facilitate faster resolution, customers are requested to provide, wherever applicable:

- Loan Application Number
- Loan Account Number
- Registered Mobile Number
- Registered Email Address
- A detailed description of the grievance along with any relevant supporting documents

Anonymous complaints or complaints lacking sufficient information may not be processed.

4.2 Acknowledgement of Complaints

Upon receipt of a complaint, Blue Chip Finance Private Limited shall:

- Acknowledge receipt of the complaint within a reasonable period.
- Register the complaint in the Company's grievance management system.
- Assign a unique reference number or complaint ID for future correspondence and status tracking.
- Inform the customer of the expected turnaround time for resolution.

Customers are encouraged to retain the complaint reference number for future communication regarding the status of their grievance.

4.3 Resolution Process

Upon receipt of a complaint, Blue Chip Finance Private Limited shall follow a structured grievance resolution process to ensure that complaints are handled promptly, fairly, and efficiently.

The grievance resolution process shall include the following:

- Every complaint received shall be recorded in the Company's grievance management system.
- An acknowledgement shall be provided to the customer along with a unique complaint reference number.
- The complaint shall be reviewed and investigated by the appropriate department or authorised personnel.
- Where additional information or supporting documents are required, the customer may be contacted during the investigation process.
- The Company shall endeavour to resolve all complaints fairly, objectively, and within the timelines specified under this Policy.
- The status and outcome of every complaint shall be appropriately recorded for monitoring, reporting, and future reference.

Where additional time is reasonably required to investigate or resolve a complaint, Blue Chip Finance Private Limited shall inform the customer of:

- The reason for the delay.
- The expected timeline for resolution.
- Any additional information or documents required from the customer.

Blue Chip Finance Private Limited is committed to resolving customer grievances as quickly as reasonably possible while ensuring fairness, transparency, and compliance with applicable laws and RBI regulations.

4.4 Grievance Redressal Officer

If a customer is not satisfied with the resolution provided through Customer Care, or if the complaint remains unresolved within the prescribed timeline, the customer may escalate the matter to the Company's Grievance Redressal Officer.

Grievance Redressal Officer

Name: Vikram

Designation: Grievance Redressal Officer

Phone: +91 73038 77822

Email: grievance@bluechipfinance.co

Working Hours:

Monday to Friday

10:00 AM to 6:00 PM

(Except Public Holidays)

The Grievance Redressal Officer shall independently review the grievance and ensure that appropriate action is taken in accordance with the Company's grievance redressal framework and applicable regulatory requirements.

4.5 Escalation to the Reserve Bank of India (RBI)

If a customer remains dissatisfied with the resolution provided by Blue Chip Finance Private Limited, or if the complaint is not resolved within **30 days** from the date of its receipt, the customer may escalate the complaint to the appropriate office of the **Reserve Bank of India (RBI)** in accordance with the applicable RBI grievance redressal mechanism.

Customers may submit their complaints through the Reserve Bank of India's **Complaint Management System (CMS)** or any other grievance redressal mechanism prescribed by the RBI from time to time.

Reserve Bank of India

Complaint Management System (CMS)

https://cms.rbi.org.in

For information relating to unauthorised financial entities and consumer awareness, customers may also visit the **RBI Sachet Portal**.

RBI Sachet Portal

https://sachet.rbi.org.in

4.6 Response Timelines

Blue Chip Finance Private Limited is committed to resolving customer grievances within the timelines prescribed under applicable laws and regulatory requirements.

The indicative turnaround timelines are as follows:

Complaint Type	Indicative Resolution Timeline
General customer complaints	Within **15 working days**
Fraud-related complaints, legal matters, or complaints requiring retrieval of archived records	Within **21 working days**
Loan servicing and repayment-related complaints	Within **30 days**
Complaints involving third-party service providers, banks, Credit Information Companies, or other financial institutions	**30–45 days**, depending on the complexity of the matter
Complaints received through regulatory authorities	Within the timeline prescribed by the respective regulator

Where additional time is required to resolve a complaint, Blue Chip Finance Private Limited shall inform the customer of:

- The reason for the delay.
- The revised expected resolution timeline.
- Any further action required from the customer, if applicable.

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5. Supervision and Monitoring

Blue Chip Finance Private Limited has established appropriate monitoring and reporting mechanisms to ensure that customer grievances are addressed promptly, fairly, and in accordance with applicable laws and regulatory requirements.

The Company regularly reviews customer complaints to identify recurring issues, improve operational processes, strengthen customer service standards, and enhance the overall customer experience.

5.1 Customer Grievance Register

Blue Chip Finance Private Limited shall maintain a **Customer Grievance Register (CGR)** for recording and tracking all customer complaints received through various communication channels.

The Customer Grievance Register shall include, wherever applicable:

- Customer Name.
- Loan Application Number or Loan Account Number.
- Registered Mobile Number and Email Address.
- Date of receipt of the complaint.
- Nature and details of the complaint.
- Supporting documents or information submitted by the customer.
- Department responsible for handling the complaint.
- Action taken to resolve the complaint.
- Current status of the complaint.
- Date of closure and final resolution.

The Customer Grievance Register shall be maintained in an accurate and secure manner and may be reviewed periodically for monitoring, audit, compliance, and regulatory reporting purposes.

5.2 Monitoring of Complaints

The Grievance Redressal Officer shall regularly monitor all customer complaints to ensure that:

- Complaints are acknowledged and resolved within the timelines prescribed under this Policy.
- Appropriate corrective actions are implemented.
- Delays, if any, are identified and addressed promptly.
- Recurring complaints are analysed to determine their root cause.
- Suitable preventive measures are implemented to reduce similar grievances in the future.

Where necessary, complaints involving operational, legal, compliance, technology, or fraud-related issues may be referred to the appropriate internal departments for further investigation and resolution.

5.3 Management Reporting

The Grievance Redressal Officer shall prepare periodic reports summarising customer grievances received during the reporting period.

Such reports may include:

- Total number of complaints received.
- Number of complaints resolved.
- Number of complaints pending.
- Average resolution time.
- Nature and category of complaints.
- Root cause analysis of recurring complaints.
- Corrective and preventive actions implemented.

These reports shall be shared with the Company's senior management to facilitate continuous improvement of customer service and grievance handling processes.

5.4 Reporting to the Board of Directors

A summary of customer grievances and the effectiveness of the Company's grievance redressal mechanism shall be presented to the Board of Directors at least annually, or at such intervals as may be required under applicable laws or regulatory requirements.

The report may include:

- Total complaints received during the reporting period.
- Number of complaints resolved and pending.
- Categories of complaints.
- Reasons for unresolved complaints, if any.
- Significant customer service issues.
- Corrective and preventive measures implemented.
- Recommendations for improving customer experience and regulatory compliance.

The Board of Directors shall periodically review the effectiveness of the Company's grievance redressal framework and provide appropriate guidance for its continual improvement.

Perfect. Here's the **final part** of the Grievance Redressal Policy, rewritten in the same legal style as your Privacy Policy and Terms & Conditions.

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6. Measures for Effective Grievance Redressal

Blue Chip Finance Private Limited is committed to maintaining an effective, transparent, and customer-centric grievance redressal framework. The Company continuously reviews its customer service processes to ensure that grievances are handled efficiently and fairly while complying with applicable laws and regulatory requirements.

To achieve this objective, the Company has implemented the following measures:

6.1 Mandatory Display Requirements

To ensure that customers have easy access to grievance redressal information, Blue Chip Finance Private Limited shall prominently display the following information on its website, mobile application, Digital Lending Applications (DLAs), customer communications, and other business locations, wherever applicable:

- Customer Care contact details, including telephone number and email address.
- Name and contact details of the Grievance Redressal Officer.
- Working hours of the Customer Care and Grievance Redressal Officer.
- The grievance escalation process available within the Company.
- Information regarding the Reserve Bank of India's Complaint Management System (CMS) for escalation of unresolved complaints.
- Any other information required to be displayed under applicable RBI directions or regulatory requirements.

This information shall be reviewed periodically to ensure its accuracy and compliance with applicable laws.

6.2 Employee Training and Awareness

Blue Chip Finance Private Limited recognises that effective grievance handling depends upon knowledgeable, professional, and customer-focused employees.

Accordingly, the Company shall conduct periodic training programmes for its employees and authorised representatives covering, among other things:

- Customer service standards and best practices.
- Complaint handling procedures.

- Regulatory and compliance requirements.
- RBI guidelines relating to customer grievance redressal.
- Customer communication and interpersonal skills.
- Data privacy, confidentiality, and information security.
- Fraud awareness and responsible lending practices.

The Company shall also periodically review customer complaints to identify recurring issues, strengthen internal processes, and improve the quality of customer service.

Employees are expected to act with professionalism, courtesy, fairness, and integrity while interacting with customers and resolving grievances.

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7. Policy Review

This Grievance Redressal Policy shall be reviewed periodically to ensure its continued effectiveness and compliance with applicable laws, regulatory requirements, and industry best practices.

The Grievance Redressal Officer shall periodically assess the adequacy of this Policy and recommend amendments, where necessary, to reflect:

- Changes in applicable laws or regulations.
- Directions, circulars, or guidelines issued by the Reserve Bank of India (RBI).
- Changes in the Company's products, services, or operational processes.
- Customer feedback and grievance trends.
- Industry best practices.

Any amendment, modification, or revision to this Policy shall become effective only after approval by the Board of Directors of Blue Chip Finance Private Limited.

The latest version of this Policy shall be made available on the Company's website and other digital platforms, as applicable.

Contact Details

For any grievance, complaint, feedback, or assistance, customers may contact:

Blue Chip Finance Private Limited

Customer Care

Phone: +91 87961 66221

Email: care@bluechipfinance.co

Working Hours:

Monday to Friday

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Grievance Redressal Officer

Name: Vikram

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