

Grievance Redressal Policy

MI India Capital & Investment Private Limited

Policy extract | Consolidated RBI Policy Framework 2026 | Schedule 7

Board approved 28 September 2026 | Effective immediately

This Policy provides a grievance mechanism for MICI's institutional borrowers and other persons affected by its financial services. It does not create retail service channels.

Scope and principle

This Policy provides a simple mechanism for grievances from MICI's institutional borrowers and other persons affected by its financial services. It does not create retail service channels because MICI presently has no direct retail customers.

Channels and ownership

A complaint may be submitted to MICI's registered office or the official email or contact specified in the loan documents or on its website. The Company Secretary shall act as Grievance Redressal Officer unless the Board designates another officer.

Process

Complaints shall be acknowledged within three working days, logged, investigated independently of the person whose conduct is questioned, and answered ordinarily within thirty days. The response shall state the decision, reasons, corrective action and available escalation. Urgent fraud, data, harassment or legal-risk matters shall be escalated immediately.

Escalation

If unresolved, the complainant may escalate to the Resident Director. Information about any applicable RBI complaint mechanism or Ombudsman route shall be provided only to the extent MICI and the complaint are covered by the prevailing scheme.

Reporting

A quarterly summary of complaints, ageing, root causes and corrective actions shall be placed before the Board; personal or commercially sensitive data shall be minimised.