

**TAMIL NADU TRANSPORT DEVELOPMENT FINANCE CORPORATION LIMITED,
CHENNAI - 600 002.**

GRIEVANCE REDRESSAL MECHANISM

1. Introduction

Customer complaints are part of the business life of any corporate entity. As a service organization, customer service and customer satisfaction are the prime concern of TDFC. TDFC believes that excellence in customer service is its prime motto; providing prompt and efficient service should get paramount importance in its business policies.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping identification of shortcomings in product features and service delivery. TDFC is fully aware that customer dissatisfaction would spoil its name and image.

TDFC's policy on grievance redressal follows the under noted principles.

- ❖ Depositors be treated fairly at all times.
- ❖ Complaints raised by depositors are dealt with courtesy and on time.
- ❖ Depositors are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of TDFC to their complaints.
- ❖ TDFC will treat all complaints efficiently and fairly as they can damage the reputation and business if handled otherwise.
- ❖ TDFC employees must work in good faith and without prejudice to the interests of the depositors.

In order to make TDFC's redressal mechanism more meaningful and effective, a structured system has been built up towards such end. Such system would ensure that the redressal sought is just and fair and is permissible within the given framework of rules and regulation. The concerned employees shall be made aware about the Complaint handling process.

1.1 The customer complaint arises due to;

- a. The attitudinal aspects in dealing with depositors, including lack of courtesy, responsiveness, or proper communication while interacting with customers.
- b. Inadequacy of the functions/arrangements made available to the depositors or gaps in standards of services expected and actual services rendered.

The depositor has the full right to register their complaint if they are not satisfied with the services provided by TDFC. They can give their complaint in writing, orally or over telephone/ Email. If depositor's complaints are not resolved within the prescribed time or if they are not satisfied with the solution provided by TDFC, they can approach TDFC's Ombudsman with their complaint or other legal avenues available for grievance redressal.

2. Internal Machinery to handle depositor complaints/ grievances

2.1 Stakeholders Relationship Committee of the Board

This sub-committee of the Board would be responsible for looking into the issues such as the treatment of death of a depositor for operations of his account, the product approval process and the annual survey of depositor satisfaction and the triennial audit of such services. The Committee would also examine any other issues having a bearing on the quality of customer service rendered.

The committee would have the following functions.

- ❖ The Committee would be responsible to ensure that TDFC follows all regulatory instructions regarding customer service. Towards this, the committee would obtain necessary feedback from.
- ❖ The committee also would consider unresolved complaints/grievances referred to it by the officials of TDFC responsible for redressal and offer their advice.

2.2 Grievance Redressal Officer and other designated officials to handle complaints and grievances

Manager (Deposit)
Tamil Nadu Transport Development Finance Corporation Limited,
Tamil Nadu Tourism Complex,
4th Floor, No.2, Wallajah Road, Chennai, Tamil Nadu - 600 002
E-Mail : customercare@tdfc.in
Telephones : 044-25333930, 9384853026-29
WhatsApp : 733881798

Manager (Deposit), Tamil Nadu Transport Development Finance Corporation Limited, is the Grievance Redressal Officer under the Fair Practices Code who can be approached by the public for resolution of complaints against the Company. The name and contact details of Grievance Redressal officer will be displayed on the notice board.

3. Mandatory display requirements

TDFC shall provide –

- ❖ Appropriate arrangement for receiving complaints and suggestions.
- ❖ The name, address and contact number of Grievance Redressal Officer.
- ❖ Code of NBFC's commitments to customers/Fair Practice code

4. Resolution of grievances

TDFC officials are responsible for the resolution of complaints/grievances in respect of customer service. They would be responsible for ensuring closure of all complaints received. It is their foremost duty to see that the complaints are resolved completely to the depositor's satisfaction and if the depositor is not satisfied, then they should be provided with alternate avenues to escalate the issue.

In line with the directions issued by the Reserve Bank of India vide Circular RBI/2023-24/117 dated January 31, 2024, TDFC has implemented an automated and workflow-based Digital Complaints Management System (CMS) to strengthen monitoring and reduce reliance on manual tracking mechanisms.

All emails received at customercare@tdfc.in will automatically be converted into a unique Ticket ID for tracking and resolution. A web-based ticket creation facility is also provided through the Company's website, enabling customers to register complaints directly. Each complaint will be assigned a unique ticket number for effective monitoring and timely resolution.

4.1 Query, Requests, Complaints (QRC) Framework

For effective monitoring of customer service, all inbound calls/communications shall be categorized as Queries, Service Requests and Complaints (QRC).

Query

Queries refer to requests for information or clarification that can be resolved immediately.

A query includes:

- Any information or clarification sought by a customer that can be addressed and resolved immediately to the customer's satisfaction.
- Questions raised by customers seeking guidance or explanation regarding the Company's deposit products or services.
- Customer enquiries received before the expiry of the specified Turnaround Time (TAT) for a service request or deliverable.

Examples:

- Enquiry about interest rates applicable for fixed deposits.
- Enquiry regarding maturity date or maturity amount of a deposit.
- Clarification regarding deposit schemes, tenure, or interest payment frequency.
- Enquiry about status of a service request within the prescribed TAT.

Service Request

A Request refers to a customer communication seeking execution of a specific service or change related to their deposit account with the Company, which requires processing.

Examples:

- Request for change in address, PAN, email ID, or mobile number.
- Request for interest certificate or balance certificate.
- Request for addition, modification, or deletion of nominee.
- Request for form 16 A

Complaints

A Complaint refers to a representation made in writing or through other modes alleging deficiency in service on the part of the Company and seeking redressal.

A complaint may be expressed in person, through telephone, email, website, or in writing.

A complaint includes:

- Failure or inadequacy on the part of the Company to deliver on a stated or implied commitment relating to its deposit products, services, policies, employees, leading to dissatisfaction or grievance.
- A representation alleging deficiency in service and seeking corrective action or resolution.

Examples:

- Delay in crediting deposit interest
- Non-issuance of deposit receipts or certificates
- Incorrect deduction of charges
- Any deficiency in service by employees or service providers

Communications such as anonymous complaints, incomplete complaints, allegations without supporting documents, suggestions, or matters not relating to the Company's financial products or services shall not fall under the ambit of complaints.

4.2 Time frame

All complaints received shall be acknowledged promptly and examined from all possible angles. The Company shall endeavour to resolve complaints within 30 days from the date of receipt, and an Automatic acknowledgement to the customer along with Ticket ID and link for Tracking the Ticket ID status. For internal monitoring, indicative Turnaround Time (TAT) benchmarks shall be followed, namely 3 days for Queries and 15 days for Service Requests and Complaints, under the supervision of the concerned Head of Department.

The status of grievances received and resolved shall be placed before the Stakeholders Relationship Committee annually for review.

5. Interaction with customers

TDFC recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with depositors by TDFC's staff. As for the corporation, the feedback from depositors would be valuable input for revising its product and services to meet customer requirements.

6. Sensitizing operating staff on handling complaints

Staff shall be properly trained for handling complaints. We are dealing with people and hence difference of opinion and areas of friction can arise. With an open mind and a smile on the face, we shall endeavor to win the depositor's confidence.

Imparting soft skills required for handling depositors, will be an integral part of the training programs. Grievance Redressal Officer shall ensure that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels.

7. Grievances Redressal Mechanism

TDFC shall put in the following structured mechanism for redressal of depositors' complaints:

7.1 First Level Grievance Redressal Forum:

In case a depositor feels that there is deficiency in the service provided to him/her or TDFC has not provided any of the services as promised, the customer has three primary options

- i) Call our customer care on 044-25333930, 25333931, 25333932
- ii) Whatsapp at: 7338817898
- iii) Mail us at: customercare@tdfc.in
- iv) Raise query in the Grievance/ Complaint Register.
- v) Website shall host a link through which depositors shall lodge a complaint.

The customers will be responded by the executives of the TDFC's customer support team and the issue will be redressed at the earliest.

(Address, Mail ID and contact numbers of TDFC are displayed in the company's web site.)

7.2 Second Level Grievance Redressal Forum:

If the complainant does not receive a response or if the complainant still feels unsatisfied with the response received, he/she can address the complaint to the **Grievance Redressal Officer** of TDFC with full details of the case in the following address:

Manager (Deposit)
Tamil Nadu Transport Development Finance Corporation Limited,
Tamil Nadu Tourism Complex,
4th Floor, No.2, Wallajah Road, Chennai, Tamil Nadu - 600 002

E-Mail : customercare@tdfc.in
Telephones : 044-25333930, 9384853026-29
WhatsApp : 733881798

7.3 Third Level Grievance Redressal Forum: Appellate authority

After exhausting all the above machinery/channels, if the depositor is still not satisfied, he/she may approach the Stakeholders Relationship Committee of TDFC chaired by Deputy Secretary (Budget), Finance Department for getting their complaints resolved.

7.4 Grievance Redressal - Ombudsman, RBI.

As per RBI Integrated Ombudsman Scheme for NBFCs, in case the issue is still not resolved to the satisfaction of the customer, he/she may approach the Ombudsman, RBI.

Officer-in-Charge, Department of Supervision, Regional Office,
Chennai Reserve Bank of India, Fort Glacis,
No.16, Rajaji Salai Chennai 600 001
Telephone: 044-25361910
Toll free number 14448

For the information of customers, we furnish below the stipulations for filing a complaint with NBFC Ombudsman.

- i. The complainant, before making a complaint to the Ombudsman, should have made a written representation to the TDFC, and the TDFC should have either rejected the complaint, or the complainant had not received a reply within a period of one month after the complaint was received by the TDFC, or the complainant was not satisfied with the reply given by the TDFC.
- ii. The complaint is made not later than one year after the complainant received TDFC's reply to his/her representation or where no reply is received, not later than one year and one month after the date of the representation to the TDFC.
- iii. The complaint is not in respect of the subject matter, which was settled or dealt with on merits by the Ombudsman in any previous proceedings, whether or not received from the same complainant or along with one or more complainants or one or more parties concerned with the subject matter.
- iv. The complaint does not pertain to the same subject matter for which any proceedings before any court, tribunal, arbitrator or any other forum is pending or a decree or Award or order has been passed by such court, tribunal, arbitrator or forum.
- v. The complaint is not frivolous or vexatious in nature.
- vi. The complaint is made before the expiry of the period of limitation prescribed under the Indian Limitation Act, 1963 for such claims.

Please note that the first point for Redressal of complaints is the TDFC itself. The complainants may approach RBI Ombudsman only if the complaint is not resolved at the NBFC level within a month.

8. Corporate Review

The officials of TDFC shall take corrective measures to avoid such complaints in future; systemic deficiencies noted, if any shall be immediately acted upon and brought to the attention of the Stakeholders Relationship Committee of the Board.

Managing Director

/True copy/

S. S. Smith

Company Secretary.

- 1. Name of the complainant :
- 2. Address in full (for correspondence) :
- 3. Age :
- 4. Tel. No.(landline and mobile) :
- 5. E-mail id if any :

(Please do not write any other person's e-mail id. TDFC will not be responsible for any leakage of secrecy or for any consequences there upon for messages/ letters through the given e-mail id)

- 6. Details of the complaint (Attach separate sheet if necessary)
- 7. Whether you have already taken up with any other Functionary/Forum

Place :

Date :

Signature of the complainant
