

# Grievance Redressal Policy

Version 1.0

“The company’s Grievance Redressal Policy provides all stakeholders a framework for quick and transparent resolution to any complaints, inquiries and grievances.”

**Version Control**

<b>Document Version</b>	<b>Description of Changes</b>	<b>Date</b>	<b>Prepared / Changed by</b>
1.0	First Version	November 2022	Compliance and Secretarial Department

## A. Customer Grievance Redressal

The customer can approach any of our service touch points given below to register a complaint and expect a response within defined time period from complaint registration.

Service Touch points are as indicated below:

Email: Customers can write to us at emails Ids mentioned below for complaints related to respective products:

Product	Email ID
Solar Rooftop	<a href="mailto:solar-helpline@accretivecleantech.com">solar-helpline@accretivecleantech.com</a>
Electric Vehicle	<a href="mailto:ev-helpline@accretivecleantech.com">ev-helpline@accretivecleantech.com</a>
MSME	<a href="mailto:msme-helpline@accretivecleantech.com">msme-helpline@accretivecleantech.com</a>

Letter: Customers can write to us at

### Accretive Cleantech Finance Pvt Ltd.

12<sup>th</sup> Floor, Birla Aurora, Century Bazaar, Dr. Annie Besant Road, Worli, Mumbai, Maharashtra 400013

### Escalation Matrix

In case the customer does not receive a response within the number of days indicated below for each level or if the customer is dissatisfied with the response received from the Company, the customer may escalate the complaint to the next level as indicated below

#### Primary Level:

If the customer is not satisfied with the resolution received from above channels, or if the customer does not hear from us in 14 days, the customer can write to the below Officers:

Sr No.	Name of the Officer	Email ID
1	Mr. Sanket Kothari	<a href="mailto:customersupport@accretivecleantech.com">customersupport@accretivecleantech.com</a>
2	Mr. Anujeet Kudva	<a href="mailto:customersupport@accretivecleantech.com">customersupport@accretivecleantech.com</a>
3	Mr. Govind Sankaranarayan	<a href="mailto:customersupport@accretivecleantech.com">customersupport@accretivecleantech.com</a>

Customers are required to quote the complaint reference number provided to them in their earlier interaction, along with their loan account number to help us understand and address their concerns.

OR Customers can also contact our Grievance Redressal Team between 09:30 AM to 06:00 PM, Monday to Friday.

An assurance is given to the customer that he would receive a response within 14 business days and due efforts will be taken to resolve the complaint well before that.

**Secondary Level:**

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 30 days, we request customer to write to our Grievance Redressal Officer/ Principal Nodal Officer, at [pno@accretivecleantech.com](mailto:pno@accretivecleantech.com) he is available on all working days as well as non-public holidays between Monday to Friday from 09:30 AM to 05:30 PM.

**Third Level:**

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 30 days, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or reach them on the dedicated e-mail id - [crpc@rbi.org.in](mailto:crpc@rbi.org.in) Or send your complaint form (format available on the website under Ombudsman scheme 2021) to the below mentioned address:

**The Officer In charge,**

Centralised Receipt and Processing Centre,

Reserve Bank of India, 4th Floor,

Sector 17, Chandigarh – 160017

Contact Centre with toll free no – 14448 (Timing – 9:30am to 5:15pm)