



**OMKARA ASSETS RECONSTRUCTION PRIVATE LIMITED**  
**GRIEVANCE REDRESSAL POLICY**

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**POLICY APPROVAL DETAILS**

|                               |                                |
|-------------------------------|--------------------------------|
| Name of the Policy            | Grievance Redressal Policy     |
| Approval Date                 | 27.07.2024<br>28.05.2026       |
| Approving Authority           | Board of Directors             |
| Policy Version/Effective Date | 01.06.2026                     |
| Periodic Review               | Annual or till the next review |

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## 1. Introduction

The Grievance Redressal Policy has been framed with reference to the RBI circular CEPD.CO.PRS/ S985 /13-01-008/2023-24 dated November 07, 2024 on Lodging of customer complaints: Direct link on home page of RE websites, RBI circular CO. CEPD. PRS. No. 5863/13-01-008/2025-2026 dated December 9,2025 on handling of customer complaints and disclosures on the websites of the regulated entities and the Reserve Bank of India (Asset Reconstruction Companies) Directions, 2025 DoR. FIN. REC.No.293/26.03.001/2025-26 dated November 28, 2025.

## 2. Grievance Redressal Machinery

- (i) The OARPL shall constitute a grievance redressal machinery within the organisation.
- (ii) The designated officer shall ensure that genuine grievances are redressed promptly.
- (iii) The complaint/grievance includes the issues, if any, relating to services provided by the OARPL, or its outsourced agency or its recovery agents.
- (iv) The grievance redressal mechanism ensures that all disputes arising out of the decisions of the functionaries are heard and disposed of at least at the next higher level.
- (v) The name and contact number of designated Grievance Redressal Officer (GRO) of the OARPL shall be mentioned in the communication with the borrowers.
- (vi) The address of the Department of Supervision, Reserve Bank of India, Central Office, Mumbai shall also be displayed at the offices of the OARPL

## 3. Procedure for lodging a complaint

In case of any grievance relating to deficiencies in the service by the OARPL, or its outsourced agency, the stakeholder may contact our office providing inter alia the following details:

- (a) name, address and contact no.
- (b) name of the account
- (c) nature & details of the complaint
- (d) information or copies of the documentary evidence in support of the complaint,
- (e) impact, either monetary or otherwise on the complainant, if any

➤ Lodge a complaint directly in the Company's website:

<https://omkaraarc.com>

➤ Write to us:

The Grievance Redressal Officer (GRO)

47th Floor, Kohinoor Square,  
N. C. Kelkar Marg, R.G. Gadkari Chowk,  
Shivaji Park, Dadar (W), Mumbai- 400028

➤ Mail to us:

[grievances@omkaraarc.com](mailto:grievances@omkaraarc.com)

➤ Call the customer care no.:

Corporate clients - +91 22 69231111

Retail clients - 1800 1207 575 75 (Toll Free)

#### 4. Escalation Matrix

➤ **First level:** In case of any grievance, arising from the decision/action of any functionary of the OAPRL the stakeholders may approach the OAPRL in the manner stated above. Such complaint shall be addressed by the GRO within Turnaround Time (TAT) of 30 days of receipt of the same.

➤ **Second level:** If the stakeholder is not satisfied with the resolution received, or the stakeholder does not hear from us in TAT of 30 days, the stakeholder may write to the Chief Risk Officer (CRO), [escalations@omkaraarc.com](mailto:escalations@omkaraarc.com). Such complaint shall be addressed by the CRO within TAT of 15 days of receipt of the same.

➤ **Third Level:** If the stakeholder is not satisfied with the resolution received or if the stakeholder does not hear from us in 30 days or 15 days, as the case may be, the stakeholder may escalate the grievance to the Regulator at the address given below:

The Reserve Bank of India Ombudsman (RBIO),  
Centralized Receipt and Processing Centre (CRPC),  
4<sup>th</sup> Floor, Reserve Bank of India,  
Sector 17, Chandigarh-160017.

Online: <https://cms.rbi.org.in>.

Mail to: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

#### 5. Periodic Review of the implementation

The OARPL shall place before the Board the periodic review of the implementation of the grievance redressal mechanism, which inter alia covers the following:

No. of complaints received, average TAT for disposal, no. of complaints rejected with reasons for rejection, no. of complaints escalated to the RBI Ombudsman, conduct of Root Cause Analysis based on complaints received to initiate the required remedial measures, etc.

**6. Review of the Policy**

The Board shall review the policy on annual basis or more frequently, keeping in view the changes in regulations.