
GRIEVANCE REDRESSAL MECHANISM FOR QUERIES AND CONCERNS OF THIRD PARTY



Version No.	Approving Authority	Date of Approval
2.0	191 st BOD	07 th August 2024
1.0	67 th BOD	15 th May 2015

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“Grievance” under the said policy will mean to provide a window for the Public or Third party (except Customer/Borrower(s) of PFS) to submit queries or concerns related to the Company’s Environmental & Social Policy and/or projects financed by Company, and have these genuine inquiries responded to by the Company.

All grievances will be addressed to the Grievance Redressal Officer - for the third party/public (“GRO”) of PFS. The GRO will handle all such complaints/grievance of the public related to Company’s Environmental & Social Policy and/or projects financed by Company i.e. the complaints/ grievance handling procedure will be restricted to the projects directly financed by PFS.

Scope of Grievance Redressal Mechanism for Queries and Concerns of Third Party (except Customer/Borrower(s) of PFS)

A person, community or other external stakeholder, such as a civil society organization can submit their questions or concerns to GRO of PFS either by sending an e-mail or by sending a mail with substantive supporting documents.

Question or concern relates to a project financed by Company, the interested or affected person(s) are first encouraged to discuss the matter directly with the project company directly financed by Company. In cases where the question or concern was not addressed sufficiently at the project company, interested parties may submit their query to Company, in writing, providing the following information:

- a) Name and Contact Information of the sender;
- b) Name of the project and/or company to which the concern relates;
- c) Description of the concern with self-certified supporting documentation only;
- d) Date of the incident or action giving rise to the complaint (if applicable);
- e) Specific remedy sought (if applicable);
- f) Evidence of writing/highlighting such issue at first instance to the project company with respective follow ups
- g) Any other information as deemed appropriate by the sender to support the issue

Grievances not to be taken up by GRO

- a) Anonymous complaints/ frivolous cases or cases without adequate supporting/s;
- b) Cases directly referred to PFS without first taking the matter with project company/Govt or local authority
- c) Cases involving policy matters/decisions;
- d) Cases pending in court of law/arbitration; and
- e) Grievance of the investor’s complaints for both Equity Shares and Bonds/Debentures side, as the Compliance Officer is designated for such redressal.
- f) Any other cases where any specific authority has been designated to redress or as per law not required to consider under this policy.

Procedure for registering grievance

All the grievances will be in writing, addressed to the GRO with specific mention of “Grievance” on the envelope and send the same to

Grievance Redressal Officer (for the third party/public)
RO: PTC India Financial Services Ltd
7th Floor, Telephone Exchange Building
8 Bhikaji Cama Place
New Delhi 110066
Tel: 011-26737300
Email: GRO@ptcfinancial.com

Time-frame & Steps for resolution

- a) On specific request of the complaint, GRO may issue the acknowledgement and will inform them that they will receive a response in writing in due course of time preferably in sixty (60) days from the date of receipt of grievance to GRO or within such period as extended (for which due intimation will be given to complainant), PFS so to fully examine the matter by GRO.
- b) Further GRO shall take up the matter with Project Company through concerned department at PFS and also investigate the same internally with respective department/s of PFS.
- c) Post internal approvals GRO will forward the response to the sender/complainant. In case GRO is not in position to reply to the sender with specified time-limit, such intimation for more time to respond back, will be sent to the sender/complainant.

In case GRO, following above mentioned procedure, and in consultation with relevant investment officer/team, considers that the communication from the sender raises serious Environmental and/or Social issue(s) for a portfolio project/borrower, the concerned officer/team at PFS will immediately contact the project company i.e. borrower to seek any relevant information, and may carry out additional investigation. If such investigation leads the concerned officer/team at PFS to conclude that the project is not meeting Company’s E&S covenants as shared via respective sanction terms, an investment officer/team will inform Risk Department about this fact. The relevant E&S specialist or such assigned consultant will prepare a Supplemental Corrective Action Plan (SCAP) to be discussed with and implemented by the customer/borrower (“client”) of PFS.

GRO will then send a second, follow up response to the sender/complainant about any steps requested from the project company once the SCAP is ready and accepted by the client, but not later than 90 calendar days from the receipt of the original communication of the sender/complainant.

GRO will log and track all public inquiries received by way of this procedure including date received; date the response was sent; and issues raised.

Note:

- 1. There is no cost or fee associated with submitting a question or concern through this procedure. Interested and affected parties may submit queries or concerns without fear of retribution, and may request that Company not disclose the names of individuals to the project company without prior permission.*
- 2. MD & CEO will be authorized to appoint/change any officer of PFS as Grievance Redressal Officer for queries and concerns of third party.*

Review and Amendment

CCO shall initiate any amendment/modifications in view of the latest regulatory guidelines, feedback from stakeholder and/or as directed by the Board of Directors/Board Committee(s) which shall be reviewed and vetted by HIA at least on annual basis. The policy shall be approved by Board of Directors on the recommendation of Audit Committee.

Unless otherwise specified, such amendments/updates shall be effective from the date of the Board meeting; where such policy/amendments are approved.

Further, all guideline/ policy issued by RBI or any other statutory authority shall automatically be applicable to PFS and shall form integral part of this Policy.