

ANDHRA PRADESH POWER FINANCE CORPORATION LIMITED

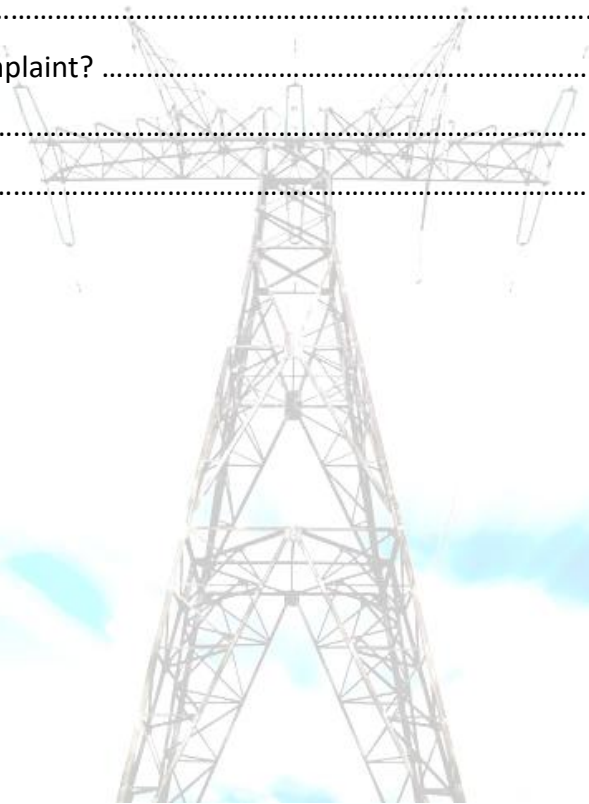


GRIEVANCE REDRESSAL POLICY

Approved in 173rd Board Meeting

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1. Summary of Policy

Policy Name	Grievance Redressal Policy
Reference	RBI Master Direction & Circulars ; Companies Act, 2013
Date of Approval	21/10/2021 (173 rd Board Meeting)
Periodicity of review	Annual
Owner / Contact	Compliance
Approver	Board of Directors

2. Scope of Grievances in APPFCL:

Having regard to company's nature of business i.e., lending to AP Govt power distributing companies and power generating companies, borrowers are the customers of APPFCL, who may have grievances relating to the following.

- Interest / Principal on Deposit not paid OR paid with delay
- Cheque not presented OR presented with delay
- Failure to ensure transparency in contract/loan agreement
- Failure /Delay in releasing securities/documents
- Terms & conditions of loan documents not adhered to
- Guideline on Fair Practices Code not followed

3. Structure of Grievance Redressal Mechanism in APPFCL:

In order to ensure that the best practices are followed by the company, the company has put in place this policy which will facilitate ethical conduct of business in the company. Accordingly, a senior functionary of the company is identified to attend to complaints as Chief Grievance Officer (CGO), who will resolve the complaints received, if any, within the stipulated time frame.

Further, to enable the complainant approach higher authorities should there be delay or grievance remaining unresolved, a Grievance Redressal Committee has been formed with MD as the chairman of the committee, CGO as a Member and Company Secretary as Member Secretary.

4. Eligibility for reference to Grievances Redressal Committee:

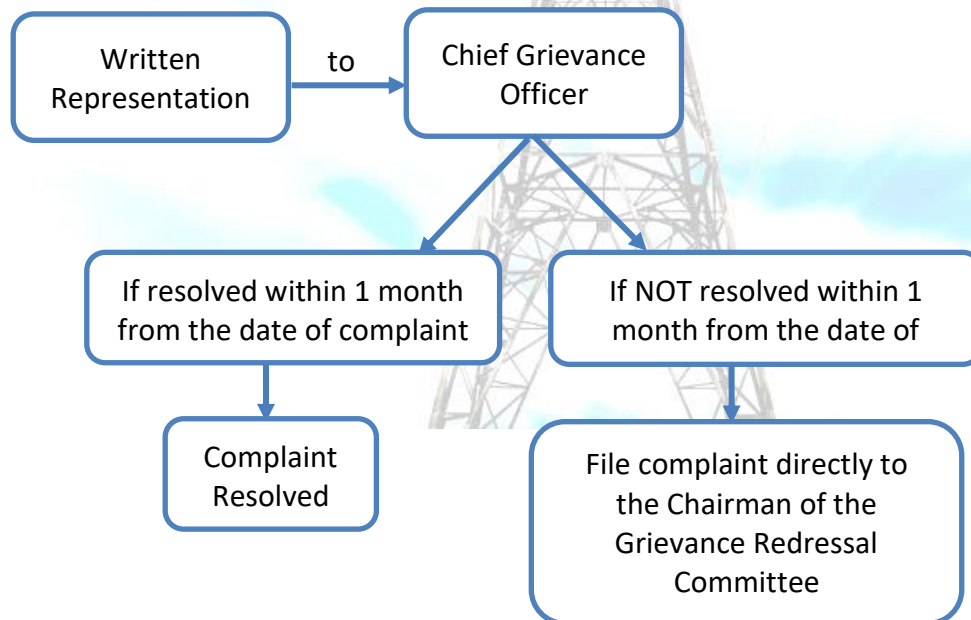
Grievance of frivolous importance and having less financial impact would not be considered eligible for reference to the committee.

5. Time Frame for Resolution:

The Chief Grievance Officer shall resolve a complaint within a period 10 working days and maximum of 1 month from the date of receipt.

If the reported grievance is not redressed within a period of 1 month, the customer may file a complaint directly to the Chairman of the Grievance Redressal Committee.

6. How can a customer file complaint?



7. Contact Information:

Before taking the matters of concern to the Grievance Redressal Committee, the issue shall be taken up by the following authority for resolution.

Chief Grievance Officer

Andhra Pradesh Power Finance Corporation Limited

#48-12-16, 2nd Floor, East Wing,

Vidyut Soudha, Gunadala, Vijayawada

Krishna District – 520 004

Mob. No. 8897493344

e-mail: appfcl@gmail.com

Website: www.appfcl.com

All the details regarding the Grievance Redressal Policy and Committee shall be given in the company's website.

8. Meetings:

The Company shall have Risk Management Committee in the corporation comprising of the following senior functionaries.

- Managing Director – Chairman
- Chief Financial Officer – Member
- Chief Grievance Officer – Member Secretary

Quorum: The chairman and one of the 2 members will constitute the quorum.

Periodicity: Member Secretary will convene the meeting quarterly or as and when needed.