

DAGGER GARMENTS PRIVATE LIMITED

GRIEVANCE REDRESSAL POLICY

Version 1

Version	Adoption/Revision	Authority	Date
1	Adopted	Board of Directors	April 10, 2024

ABOUT THE COMPANY

Daggar Garments Private Limited (“Company”) is registered as a non-deposit taking/accepting, systematically important NBFC with the RBI, vide certificate of registration number B.05.05897 dated 15th December, 2003, and is recognised as a base-layer NBFC with effect from March 2024.

OBJECTS OF THE CODE

The Grievance Redressal Policy has been established to ensure the prudent protection of customer interests and to maintain compliance with the Fair Practices Code guidelines. The Company is committed to treating all customers fairly and without bias at all times. The Complaints raised by customers shall be handled with courtesy and resolved in a prompt and efficient manner.

PROCESS

A Customer may lodge his/her complaint pertaining to deviations from standard norms and practices, behavior of personnel, products and services, non-adherence to Fair Practices Code, etc. by sending an email on the email ID stated below.

The customer may submit their grievance:

- Email at: Compliance@daggergarments.in
- Write to us at the below mentioned address:

Dagger Garments Private Limited
Unit No 79A, Mittal Chamber, 7th Floor,
Near Bajaj Bhavan, Rajni patel Marg,
Nariman Point, Mumbai – 400021

The Complaints received through the aforementioned modes, shall be disposed off within a period of 1 month from the date of receipt of the Complaint.

The Board of Directors are responsible to address any complaints registered.

AMENDMENT

The Board of Directors of the Company reserves the power to review and amend this Policy from time to time, subject to revision / amendment in accordance with applicable laws as may be issued by relevant statutory, governmental and regulatory authorities, from time to time. In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant statutory, governmental and regulatory authorities are not consistent with the provisions laid down under this Code, then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder.