

ART Venture Finance (India) Private Limited

Grievance Redressal Policy

Version 1.0 | Effective Date: 1st July 2026 | RBI Regulated NBFC-ICC (B2B)

Prepared By	Secretarial Department
Reviewed By	[Name / Role]
Approved By	Board of Directors

Version History:

Version	Date	Description of Changes	Next Review Date
1.0	01.07.2026	First Version — B2B NBFC-ICC framework; aligned with RB- IOS 2026 and RBI Fair Practices Code	Annually or upon regulatory change

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1. Preamble

ART Venture Finance (India) Private Limited ("AVF" or "the Company") is a Reserve Bank of India regulated Non-Banking Financial Company — Investment and Credit Company (NBFC-ICC). AVF operates exclusively as a B2B financing and investment vehicle, providing equity, convertible instruments, and alternative lending to tech-enabled, innovative businesses in India. AVF does not engage in retail or consumer lending.

AVF is committed to maintaining the highest standards of fairness, transparency, and accountability in all its dealings with investee companies, borrowers, co-investors, and other B2B counterparties. This Grievance Redressal Policy ("Policy") sets out a clear, accessible, and structured framework for receiving, investigating, and resolving grievances in a fair and timely manner, in accordance with:

- The Reserve Bank of India's Fair Practices Code for NBFCs
- The Reserve Bank — Integrated Ombudsman Scheme, 2026 (RB-
IOS 2026), effective 1st July 2026
- RBI Master Directions applicable to NBFC-ICC (Non-Deposit Taking) entities
- The Digital Personal Data Protection Act, 2023, to the extent applicable to complaints involving personal data

2. Objectives

This Policy aims to:

1. Provide AVF's B2B counterparties with a clear, structured, and accessible mechanism for lodging complaints.
2. Ensure all grievances are acknowledged promptly and resolved within defined timelines in compliance with RBI guidelines.
3. Define roles, responsibilities, and escalation levels for effective grievance management.

4. Identify and address root causes of recurring complaints to improve AVF's processes and service quality.
5. Maintain counterparty trust and confidence through consistent, fair, and transparent grievance resolution.
6. Ensure counterparties are informed of their right to approach the RBI Ombudsman under RB-IOS 2026 if their complaint remains unresolved.

3. Scope and Applicability

This Policy applies to:

- All B2B counterparties of AVF — including investee companies, borrowers, co-investors, applicants, and other business entities that have an existing or prospective relationship with AVF.
- All employees, officers, directors, agents, and authorised representatives of AVF involved in transaction origination, execution, and portfolio management.
- All financial products and services offered by AVF — equity investments, convertible instruments, and alternative lending facilities (working capital, term loans, and project finance).

Note: AVF is a B2B-only NBFC-ICC and does not engage in retail or consumer lending. This Policy is therefore framed for institutional and business counterparties, not individual retail borrowers.

4. Guiding Principles

- Accessibility: Multiple channels are available for counterparties to lodge complaints without cost or procedural complexity.
- Responsiveness: All complaints are acknowledged within 48 hours and resolved within defined timelines.
- Fairness: Each complaint is examined on its merits. Resolution outcomes are communicated clearly and in writing.
- Accountability: Designated officers at each escalation level are responsible for closure within stipulated timeframes.
- Confidentiality: The identity of the complainant and all complaint details are treated as strictly confidential.
- Non-Retaliation: AVF shall not discriminate against or disadvantage any counterparty for raising a grievance in good faith.
- Continuous Improvement: Complaint patterns are analysed quarterly to identify systemic issues and drive process improvements.

5. Grievance Redressal Mechanism

5.1 How to Lodge a Complaint

A counterparty may lodge a grievance through any of the following channels:

7. Email — Primary channel: contact@artventurefinance.in. For direct GRO escalation: karuna.sharma@artventurefinance.in.
8. Phone — +91-124-5060981, available on all working days between 10:00 AM and 6:00 PM IST, excluding public holidays.
9. In Writing — Submitted to AVF's Corporate Office: First Floor, 49, Udyog Vihar, Phase IV, Gurugram — 122015, Haryana.
10. Website — An online complaint form is available at www.artventurefinance.in.

5.2 Acknowledgement

Every complaint received shall be acknowledged within 48 hours of receipt. The acknowledgement shall include:

- A unique Complaint Reference Number (CRN) for tracking
- The name and contact of the officer handling the complaint
- The expected resolution timeline
- Information on the escalation path if the counterparty is not satisfied

5.3 Resolution Timelines

- Simple complaints: Resolved within 7 working days of receipt.
- Complex complaints requiring investigation: Resolved within 30 calendar days of receipt.
- If resolution is delayed beyond 30 days: The counterparty shall be notified in writing with reasons and a revised timeline.
- If unresolved within 30 days, or if the counterparty is dissatisfied with the resolution: The counterparty may approach the RBI Ombudsman under RB-IOS 2026.

5.4 Escalation Mechanism

Level	Escalate To	Contact	Timeline
Level 1	Customer Service / Deal Team	contact@artventurefinance.in +91-124-5060981	Acknowledgement: 48 hours Resolution: 7 working days
Level 2	Grievance Redressal Officer (GRO) Karuna Sharma, Company Secretary	karuna.sharma@artventurefinance.in +91-124-6622200	Resolution: 15 working days from escalation
Level 3	Nodal Officer / Senior Management	[To be designated] [Email] [Phone]	Final resolution: within 30 calendar days of original complaint
Level 4	RBI Ombudsman (RB-IOS 2026)	cms.rbi.org.in crpc@rbi.org.in Toll-free: 14448	If unresolved within 30 days or counterparty unsatisfied with resolution

5.5 Recourse to RBI Ombudsman — RB-IOS 2026

Under the Reserve Bank — Integrated Ombudsman Scheme, 2026 (RB-IOS 2026), a counterparty may approach the RBI Ombudsman if:

- The complaint has not been resolved within 30 calendar days of being lodged with AVF; or
- The counterparty is not satisfied with AVF's resolution; or
- AVF has rejected the complaint and the counterparty seeks an independent review.

A complaint may be filed with the RBI Ombudsman within 90 days of receiving AVF's final response, or within 90 days of the expiry of the 30-day resolution period where no response has been received.

RBI Ombudsman Contact Details:

Online Portal: cms.rbi.org.in

Email: crpc@rbi.org.in

Toll-Free: 14448 (all working days)

Scheme: One Nation, One Ombudsman — no geographic office identification required

AVF shall display the RBI Ombudsman contact details on its website and include them in all term sheets and transaction sanction letters.

6. Roles and Responsibilities

Role	Responsibilities
Board of Directors	Overall oversight and periodic review of the grievance redressal framework. Approval of this Policy and all amendments. Review of quarterly GRO reports.
Chief Investment Officer	Ensuring that investment and lending operations reflect AVF's Fair Practices Code obligations. Reviewing systemic issues surfaced through complaints.
Grievance Redressal Officer (GRO) Karuna Sharma — Company Secretary & Compliance Officer	First point of internal escalation beyond the deal team. Ensuring timely investigation and resolution. Maintaining the Grievance Register. Preparing quarterly Board reports.
Nodal Officer [To be designated]	Representing AVF before the RBI Ombudsman. Coordinating with RBI's Customer Education and Protection Department (CEPD). Ensuring compliance with RB-IOs 2026.
Deal Team / Relationship Officers	Handling initial complaints professionally and without delay. Escalating unresolved complaints to the GRO within defined timelines. Maintaining confidentiality of all complaint details.

7. Grievance Register and Reporting

The GRO shall maintain a Grievance Register recording the following for every complaint:

- Complaint Reference Number and date of receipt
- Name and contact details of the counterparty
- Nature of the complaint and product or transaction involved
- Escalation level and officer responsible
- Date of acknowledgement and expected resolution date
- Resolution provided and date of closure
- Whether the complaint was referred to the RBI Ombudsman

The GRO shall prepare a quarterly report for the Board of Directors covering:

- Total complaints received, resolved, pending, and escalated
- Average resolution time and breach of timelines, if any
- Nature and category of complaints
- Complaints referred to or pending before the RBI Ombudsman
- Root cause analysis of recurring complaints and corrective actions implemented

AVF shall submit complaint data to the RBI as required under applicable regulatory reporting frameworks.

8. Fair Practices Code Compliance

This Policy is an integral part of AVF's commitment to the RBI Fair Practices Code for NBFCs. AVF commits to the following in all financing transactions:

- All applications for financing shall be acknowledged within a reasonable time and applicants informed of the outcome in writing.
- All terms and conditions — including interest rates, fees, repayment schedule, security, and prepayment charges — shall be communicated to the counterparty in writing before disbursement.
- A copy of the executed loan or transaction agreement shall be provided to the counterparty upon request.
- Any changes to interest rates, fees, or terms shall be communicated to the counterparty in advance with reasonable notice.
- AVF shall not engage in harassment, coercion, or any form of inappropriate conduct in connection with the recovery of dues.
- All counterparties shall be treated with respect and without discrimination.

9. Disclosure and Transparency

AVF shall ensure the following are publicly accessible and included in transaction communications:

- Name, designation, and contact details of the Grievance Redressal Officer — on the website, at all offices, and in all transaction documents.
- The escalation mechanism — on the website and in all sanction letters and term sheets.
- RBI Ombudsman contact details — on the website, at all offices, and in all sanction letters and term sheets.

Grievance Redressal Officer:

Name: Karuna Sharma

Designation: Company Secretary & Compliance Officer

Email: karuna.sharma@artventurefinance.in

Phone: +91-124-6622200

Address: First Floor, 49, Udyog Vihar, Phase IV, Gurugram — 122015, Haryana

Response Time: Within 7 working days of receipt

10. Review of Policy

This Policy shall be reviewed annually by the Board of Directors, or earlier if required due to changes in RBI regulations, applicable law, or AVF's business operations. All amendments shall be approved by the Board and recorded in the version history.

The Grievance Redressal Officer is responsible for initiating the annual review and presenting proposed amendments to the Board.

11. Contact Information

ART Venture Finance (India) Private Limited

Corporate Office: First Floor, 49, Udyog Vihar, Phase IV, Gurugram — 122015, Haryana

Registered Office: 107, Best Sky Tower, Netaji Subhash Place, Pitampura, New Delhi — 110034

General Email: contact@artventurefinance.in

GRO Email: karuna.sharma@artventurefinance.in

Phone: +91-124-5060981

GRO Phone: +91-124-6622200

Website: www.artventurefinance.in

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This document should be reviewed by qualified legal counsel before publication. It does not constitute legal advice.