

BORROWERS' GRIEVANCE REDRESSAL MECHANISM

Scope of Borrowers' Grievance Redressal Mechanism

1. Any grievance relating to the following may be referred to the Borrowers' Grievance Redressal Committee:-
 - a. charging of interest, interest on interest and penal interest
 - b. waiver of interest on interest
 - c. terms and conditions set out in the loan documents
 - d. interpretation of covenants of loan documents
 - e. matters relating to PFC policy regulating terms and conditions of loan documents

2. All Grievances of lesser importance, having financial impact of less than ₹ 50 Lakh in a year or the balance outstanding for a period of less than 12 months may be referred to the Committee in case the issue is pending for settlement for a period of more than 12 months.

Borrowers' may report their grievance to the Secretary, Borrowers' Grievance Redressal Committee whose details are as under:-

Sh. Alok Singhal,
GM (Recovery) & Secretary (Borrowers' Grievance Redressal Committee)
Power Finance Corporation Ltd.,
"Urjanidhi", 1, Barakhamba Lane,
Connaught Place,
New Delhi-110 001

Tel. No.: 011 23456207
Email Id: alok_singhal@pfcindia.com

Time frame for resolution

The Committee shall examine the issue and submit its recommendations to CMD, PFC, within a period of 3 months from the date of receipt of agenda or within such period as extended by CMD, PFC.
