

# GMR Airports Limited

## Fair Practices code

**Fair Practices Code – PURSUANT TO RESERVE BANK OF INDIA CIRCULAR No. DNBS. CC.(PD) No. 320 / 03.10.01/ 2012-13, February 18, 2013**

### **Scope and Objective :**

- (1) The Reserve Bank of India has issued revised guidelines on Fair Practices Code applicable for all Non-Banking Finance Companies which sets the fair practices standards when Company is dealing with individual customers and to serve as a part of best corporate practice.
- 2) It is, and shall be, the policy of the Company to make credit products available to all qualified applicants without discrimination on the basis of race, caste, colour, religion, sex, marital status, age or handicap. This Code is intended to provide assurance to all such clients of the Company's commitment to fair dealing and transparency in its businesses irrespective of the financial sophistication of the clients.

### **(A) Applications for loans and their processing**

- (1) Company shall provide a loan application form in the prescribed format to its clients for all standardized products offered by the Company.
- (2) All communications to the borrower shall be in the vernacular language or a language as understood by the borrower.
- (3) Loan application forms should include necessary information which affects the interest of the borrower, so that a meaningful comparison with the terms and conditions offered by other NBFCs can be made and informed decision can be taken by the borrower. The loan application form may indicate the documents required to be submitted with the application form.
- (4) An acknowledgement shall be provided by the Company for all applications received in the prescribed form. Preferably, the time frame within which loan applications will be disposed of should also be indicated in the acknowledgement.

### **(B) Loan appraisal and terms/conditions**

- (1) Interest rate model of the Company shall be determined after taking into account relevant factors such as, cost of funds, margin and risk premium etc.
- (2) The Company shall convey in writing to the borrower in the vernacular language or a language as understood by the borrower by means of sanction letter or otherwise, the amount of loan sanctioned along with the terms and conditions including annualised rate of interest and method of application thereof and keep the acceptance of these terms and conditions by the borrower on its record. The Company shall mention the penal interest charged for late repayment in bold in the loan agreement.

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**Company Secretary**

- (3) The Company shall furnish a copy of the loan agreement preferably in the vernacular language or a language as understood by the borrower along with a copy each of all enclosures quoted in the loan agreement to all the borrowers at the time of sanction / disbursement of loans.

**(C) Disbursement of loans including changes in terms and conditions**

- (1) The Company shall give notice to the borrower in the vernacular language or a language as understood by the borrower of any change in the terms and conditions including disbursement schedule, interest rates, service charges, prepayment charges etc. The Company shall also ensure that changes in interest rates and charges are effected only prospectively. A suitable condition in this regard shall be incorporated in the loan agreement.
- (2) Decision to recall / accelerate payment or performance under the agreement should be in consonance with the loan agreement.

**(D) Release of Securities**

- (1) The Company shall release all securities on repayment of all dues or on realisation of the outstanding amount of loan subject to any legitimate right or lien for any other claim the Company may have against the borrower. If such right of set off is to be exercised, the borrower shall be given notice about the same with full particulars about the remaining claims and the conditions under which the Company is entitled to retain the securities till the relevant claim is settled / paid.
- (2) For loan against dematerialized shares, the Company shall release the shares within seven working days to the credit of client's dematerialized account. For all other security and related documents, intimation shall be sent to the client within seven working days after repayment of all dues requesting the client to collect the same.

**(E) General**

- (1) The Company shall refrain from interference in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement (unless new information, not earlier disclosed by the borrower, has come to the notice of the Company). In case of receipt of request from the borrower for transfer of borrowal account, the consent or otherwise i.e. objection of the Company, if any, should be conveyed within 21 days from the date of receipt of request. Such transfer shall be as per transparent contractual terms in consonance with law.
- (2) In the matter of recovery of loans, the Company shall not resort to undue harassment viz. persistently bothering the borrowers at odd hours, use of muscle power for recovery of loans etc.

**(F) Grievance Redressal:**

- (1) The Company will guide customers who wish to lodge a complaint and also provide guidance on what to do in case the customer is unhappy with the outcome.
- (2) After examining the matter, the Company will send a response as soon as possible and also guide customers on how to take the complaint further if the customer is not satisfied.

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- (3) The Board of Directors shall make periodical review of the compliance of the Fair Practices Code and the functioning of the grievances redressal. A consolidated report of such reviews may be submitted to the Board at regular intervals, as may be prescribed by it.

**(G) Monitoring**

- (1) The Company has appointed a Nodal Officer to ensure compliance of the Code. Our internal control procedures make sure we meet the Code.
- (2) The Nodal Officer shall place before the Board a statement of grievances received and resolved on periodical basis.

**(H) Feedback and Suggestions**

The Company requests its customers to provide feedback on our service to help improve services.

For grievances, customers can write to:

**The Audit Committee**

GMR Airports Limited  
Registered Office : Skip House, 25/1, Museum Road  
Bangalore – 560 025  
Phone No. 080 – 4053 4000  
Fax No. 080 – 4043 2333

or email at [vivek.kumar2@gmrgroup.in](mailto:vivek.kumar2@gmrgroup.in)

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**Company Secretary**