



PRIDHVI ASSET RECONSTRUCTION AND SECURITISATIONCOMPANYLIMITED

Fair Practices Code

The Fair Practices Code herein below is formulated in order to achieve the highest standards of transparency and fairness in dealing with stakeholders. The Code must be observed in right earnest at all times.

1. The company shall follow transparent and non-discriminatory practices in acquisition of assets in compliance with the Acquisition and Resolution Policy of the company. It shall maintain arm's length distance in the pursuit of transparency.
2. To enhance transparency in the process of sale of secured assets,
 - (i) Invitation for participation in auction shall be publicly solicited; the process should enable participation of as many prospective buyers as possible.
 - (ii) Terms and conditions of such sale where ever needed, may be decided in wider consultation with investors in the security receipts as per SARFAESI Act 2002.
 - (iii) Spirit of Section 29A of Insolvency and Bankruptcy Code, 2016 shall be followed in dealing with prospective buyers.
3. The company shall release all securities on repayment of 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.
4. The Company shall follow the guidelines of the Board / Executive Committee in matters relating to collection of management fee, incentive, interest, expenses, etc., claimed from trusts under its management, on a case to case basis, in a transparent manner.
5. If the company proposes to outsource any of its activities, the outsourcing shall be done strictly in accordance with the Outsourcing Policy of the Company approved by the Board. It shall be ensured that the outsourcing arrangements neither diminish company's ability to fulfil its obligations to customers and the RBI nor impede effective supervision by the RBI. The outsourced agency, if owned/controlled by a director of the company, the same shall be made part of the disclosures as specified by the guidelines of the RBI.
6. In the matter of recovery of loans, the company shall not resort to harassment of the debtor and ensure that the staff is adequately trained to deal with customers in an appropriate manner.



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- (i) The company shall ensure that Recovery Agents observe the guidelines in the Outsourcing Policy of the company and obtain their undertaking to abide by the guidelines.
 - (ii) It is essential that the Recovery Agents shall observe strict customer confidentiality.
 - (iii) The company shall ensure that Recovery Agents are properly trained to handle their responsibilities with care and sensitivity, particularly in respect of aspects such as hours of calling, privacy of customer information, etc. The company shall ensure that Recovery Agents do not induce adoption of uncivilized, unlawful and questionable behaviour or recovery processes.
7. The name and contact number of designated grievance redressal officer shall be mentioned in the communication with the borrowers. The Grievance Redressal machinery shall also deal with the issue relating to services provided by the outsourced agency and recovery agents, if any.
8. The information acquired / gathered by the company in the normal course of business shall be kept strictly confidential and shall not be disclosed to any one including other companies in the group except when
 - (i) required by law;
 - (ii) there is duty towards public to reveal information; or
 - (iii) there is borrower's permission.
9. Compliance with the Fair Practices Code shall be subject to annual review by the Board.
