

JINDAL SOUTH WEST HOLDINGS LIMITED

JSWHL – FAIR PRACTICES CODE

- A) This code may be known as “**JSWHL – Fair Practices Code**” hereinafter referred to as “the Code”.
- B) This Code has been made pursuant to Reserve Bank of India Circular DNBS (PD) CC No. 80 / 03.10.042 / 2005-06 dated September 28, 2006.
- C) The Board of Directors have approved and adopted this Code on 24th day of January, 2007.

D) Objective

To provide assurance to the Borrowers of the Company’s commitment to fair business and corporate practices.

E) Applicability

This Code applies to the following areas:

1. Applications for loans and their processing:

- a) Application forms would include necessary information about the fees/charges, if any, payable for processing, the amount of such fees that, might be refundable in the case of non acceptance of application, pre-payment options and any other matter which affects the interests of the borrower, so that a meaningful comparison with the terms and conditions offered by other competitors can be made and an informed decision be taken by the prospective borrower.
- b) The loan application form shall indicate the documents required to be submitted along with the application form.
- c) The Company would give an acknowledgment for receipt of all loan applications. The normal time frame within which loan applications complete in all respects will be disposed of would be indicated in the acknowledgement of such applications.
- d) The Company would verify the loan applications within a reasonable period of time. If additional details / documents are required, it would intimate the borrowers immediately.

2. Loan appraisal and terms/conditions:

- a) The Company would ensure that there is proper assessment of credit application made by the borrowers in line with the Company's credit policies and procedures.
- b) The Company would convey in writing to the borrower 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.

3. Disbursement of loans including changes in terms and conditions:

- a) The Company would ensure timely disbursement of loans sanctioned in conformity with the terms and conditions governing such sanction.
- b) The Company would give notice to the borrower of change in the terms and conditions including disbursement schedule, interest rates, service charges, prepayment charges etc. It would also ensure that changes in interest rates and charges are effected only prospectively.

4. Post disbursement supervision:

- a) The Company would carry out post-disbursement supervision in accordance with normal business practice, the terms of sanction, and the guidelines issued by the Reserve Bank of India from time to time.
- b) The Company would carry out any decision to recall / accelerate payment or performance under the agreement only in consonance with the loan agreement.
- c) The Company would 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 borrower with prior notice to the borrowers. The notice will provide full particulars about the remaining claims and the provisions under which the Company is entitled to retain the securities till the relevant claim is settled/paid.

5. General:

- a) The Company would not interfere in the affairs of the borrower except for the purposes provided in the terms and conditions of the loan agreement.
- b) The Company would not discriminate on grounds of sex, caste and religion in the matter of lending.

c) In the matter of recovery of loans, the Company will strictly observe due process of law.

6. Transfer of Borrowal Account:

In case of receipt of request for transfer of borrowal account, the consent or objection will 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.

7. Grievance Redressal Mechanism:

Disputes arising out of the decisions of the Company's functionaries would be disposed of at the next higher level.

8. Review:

A review of compliance of the Code and the functioning of the Grievance Redressal Mechanism would be done by the Board of Directors once in six months.

9. Amendments:

The Board may amend the provisions of this Code from time to time.

Unless otherwise specified, such amendments shall be effective from the date of the Board meeting at which such amendments are approved.
