



G. K. CONSULTANTS LIMITED

PROJECT CONSULTANTS-CONCEPT TO COMMISSIONING
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FAIR PRACTICES CODE (FPC)

1. Introduction

This Fair Practices Code (“FPC”) has been formulated by M/s G.K. Consultants Limited, a listed Non-Banking Financial Company (NBFC), in compliance with the Reserve Bank of India’s guidelines. The objective is to ensure fair, transparent, and ethical practices while conducting business and dealing with customers in the unsecured lending segment.

2. Objectives

- To promote good and fair practices by setting minimum standards in dealings with customers.
- To increase transparency and enable customers to make informed decisions.
- To foster customer confidence in the Company’s business operations.
- To provide an effective grievance redressal mechanism.

3. Applications for Loans and Their Processing

- All communications to customers will be made in a language understood by them.
- Loan application forms will contain relevant information including fees, charges, and required documentation.
- Customers will be given an acknowledgment for submitted loan applications.
- The time frame for loan processing will be disclosed to the applicant.

4. Loan Appraisal and Terms/Conditions

- The Company will conduct proper due diligence and credit appraisal before sanctioning loans.
- A sanction letter stating the amount of the loan, annualized rate of interest, and terms and conditions will be issued to the customer.
- A copy of the loan agreement along with a schedule of charges will be provided to the customer.

5. Disbursement of Loans and Changes in Terms and Conditions

- Disbursements will be made as per the terms agreed upon.
- Any changes in terms and conditions (including interest rate) will be informed to the borrower beforehand.
- Changes will be implemented only after obtaining borrower consent where necessary.

6. Interest Rate Policy

- Interest rates will be determined as per the Company’s Board-approved Interest Rate Policy, considering cost of funds, risk premium, and operational costs.
- The rate of interest and processing fees will be disclosed in a transparent manner.
- Annualized interest rates will be clearly communicated.

7. Collection and Recovery Practices

- The Company or its collection agents will adopt a courteous and professional approach in recovery.
- Collection efforts will not involve harassment or coercive methods.
- Customers will not be contacted at odd hours or at inappropriate times.

8. Confidentiality

- Personal information collected from customers will be kept confidential and not disclosed to third parties without consent, unless required under law or by regulatory authorities.

9. Grievance Redressal Mechanism

- A grievance redressal system will be in place to resolve customer complaints promptly.
- If a complaint is not resolved within 30 days, the customer may approach the RBI Ombudsman.

10. Review of the Code

- The FPC shall be reviewed periodically by the Board of Directors to ensure its continued relevance and effectiveness.

11. Display of the Code

- The Fair Practices Code shall be displayed on the Company's website.