



**Roles and Responsibilities of Principal Nodal
Officer of
Aashiyana Financiers Services Private Limited
(Erstwhile Thrivenest Advisors Private Limited)**



Introduction

Aashiyana Financiers has appointed a Principal Nodal Officer (PNO) with a view to enhance the grievance redressal mechanism, the PNO is expected to oversee the overall complaints management process of the Aashiyana Financiers. The PNO acts as a bridge between various departments of the Aashiyana Financiers and the Customer. The PNO also ensures that all Regulatory guidelines in the area of customer complaint handling are promptly implemented across the Aashiyana Financiers in their true spirit.

Important responsibilities of the PNO

- ✓ Enforce the Board approved Grievance Redressal Policy in the Aashiyana Financiers.
- ✓ Supervise & monitor the handling of Customer Grievances in the Aashiyana Financiers through various dedicated teams both in quantitative and qualitative aspects.
- ✓ Provide day to day support on decision making in complaints which are complicated in nature.
- ✓ Update Management on the progress of Customer Complaints and Customer Service in general.
- ✓ Review Customer Service aspects in the Aashiyana Financiers and initiate prompt corrective action wherever service quality / skill gaps have been noticed through Process Transformation on an ongoing basis.
- ✓ Ensure timely and effective compliance of RBI instructions on customer complaint handling in tune with the spirit and intent of such instructions.

Aashiyana Financiers Services Private Limited

(Formerly known as Thrivenest Advisors Private Limited)

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