

1. Preamble

Bajaj Finance Ltd. ('BFL', 'Bajaj Finance', nahuile 'The Company'), toh Bajaj Finserv Ltd. laga subsidiary ase. Etu toh deposit-lua Non-Banking Financial Company (NBFC-D) ase Reserve Bank of India (RBI) logo registered ase aru NBFC-Investment aru Credit Company (NBFC-ICC) te classified ase. Arubhi Scale based framework RBI para dekena thakia laga hisab te, BFL toh NBFC laga Upor layer te classified kurikena ase. BFL toh dhar dia aru deposits accept kura laga business te engage kurikena ase.

Company toh alag-alag beshi lending portfolio ase retail, SMEs (small and medium-sized enterprises), aru commercial customers khan te India laga bosti (rural) aru shahar (urban) beshi te thaki kena ase. Company toh Public aru corpoDaam deposits accept kure aru kisim-kisim financial services samaan khan offer kure tai khan laga customer logo te. Pre-paid Payment Instrument (PPI) bhi ase tai khan logo RBI para licence deya laga, Payment & Settlement Systems laga Department para.

Etu document toh outline kure policy ke governance karne, determination aru fees aru charges customer logo lua khan Fair Practice Code laga line te RBI para regulations dekena thakia neshina customer logo transparency thakibo nimate.

2. Objective

RBI laga Fair Practice Code hisab te Board khan ke tai khan laga principles aru procedures khan layout kuribi kui kena ase tai khan para Fees aru Charges levy kuriya khan te customer logote. Etu neshina, etu policy toh etu sob cover kure:

- Principles aru procedures fees aru charges levy kuribo nimate
- Fees aru charges Governance laga bodli management milaikena; aru
- Review framework

3. Fees aru charges levy kura Principles aru Procedures karne

BFL para kisim-kisim samaan dhar lua offer kure tai khan laga customer logote. BFL para customer logote Fixed Deposit samaan, kisim-kisim payment samaan aru 3rd party para bhag kura samaan khan offer kure.

Etu neshina, BFL khan para alag-alag fees aru charges khan levy kuribo pare customer logo customer para samaan lui kena thakia hisab te. Fees aru charges customer logo lubole khan toh specified kuribole lage alag-alag Product Program Guidelines (PPG) te.

Samaan khan dhar lua aru sustainability aru business operations te risk consider kura pichete, BFL para alag-alag fees aru charges levy kuribo pare customer laga upor te:

- **Upfront fees aru charges-** Fees aru charges loan processing/ disbursement processing fees, documentation charges, convenience fees, etc. nimate customer logo levy kuribo paribo acquisition stage te. Nature aru quantum enika upfront fees aru charges khan toh alag hubo pare samaan laga upor te. Basis Samaan program enika fees aru charges khan to upfront para jama kuribo lage nahuile loan rokam para kati dibole lage nahuile installment logo jama kuribole lage.;
- **Servicing Laga Fees-** Fees aru charges loan servicing karne NOC charges, loan related documents retrieval charges, etc. khan karne customer laga upor te levied kuribo paribo loan laga homoy te specific service-related karne customers para request kurishe kuile.
- **Contingent fees aru charges-** etu charges khan toh change hubo pare kunba transaction nimate/ kiba event hua karne loan tera laga homoy te pre-payment neshina, foreclosure, terms aru conditions loan laga namana karne, bounce, etc. aru etu charges khan toh levied kuribo paribo enika events khan hua karne.
- **Value Added Services (BFL para Manufactured kura khan)-** Fees aru charges value added services property dossier charges, EMI Card fees, CIBIL TransUnion Report (CTR) etc. khan toh customer logo levied hubo kiniya homoy/ enika value-added samaan khan avail kura homoy/ services khan te. Enika charges khan toh upfront jama kuribo paribo nahuile customer logo funded kuribo paribo; aru
- **Third-party samaan aru services bhag kuriya-** BFL para bhag kuribo paribo kisim-kisim third-party samaan aru services jivon (life) insurance, general insurance, health insurance etc. khan neshina. Etu third-party laga samaan aru services laga daam toh upfront para jama kuribo paribo nahuile customer funded kuribo paribo.

Kisim-kisim fees aru charges alag-alag samaan BFL para dekena thakia khan toh **Annexure 1** laga policy te dekena ase. Actual fees aru charges customer logo lua alag-alag dhar dia aru dusra samaan laga toh Product Program Guidelines (PPG) documents para covered kuri dibo.

Arubhi, implementation/ fees aru charges lua khan laga upor te, company para ensure kuribo:

- Ekta sapha aru transparent communication customer logo banaishe sob fees aru charges khan laga agreement/T&C laga hisab te
- Upfront fees aru charges kuntu communicated kuri kena nai agreement te customer laga upor te impose nokuribo samaan laga loan lua karne; aru
- Uku change contingent te/ service charges nahuile notun contingent introduction karne/ service charge toh prospectively he implement kuribo lage etu nahuile regulatory laga account/statutory changes khan karne.

4. Fees aru Charges Governance Framework karne

Notun Fees aru charges first approval karne put up kuribo PPG Committee logo te. Ekbar PPG Committee para approved kuri desai kuile, eki toh put up kuribo lagibo Board laga prior approval karne. Notun fees aru charges toh implement kuribo paribo Board para approval kura pichete.

5. Periodical Review Framework

Policy toh review kuribo Board para saal te ekbar toh

Annexure 1 – Alag-alag lending products logot thaka fees aru charges laga list aru details.

Sr No	Naam Fees aru charges karne lua khan	Rokum based/ Daam based	Description
Upfront fees aru Charges			
1	Processing Fees	Fixed / Daam	Fees charged kura loan process nimite
2	Upfront Interest	Fixed / Daam	Interest laga rokum jama kura khan advance para customer laga upor te loan processing/disbursement laga homoy te.
3	Mandate registration Charges	Fixed	Fees khan charged kuridiya customer laga Mandate register kura karne
4	Documentation Charges	Fixed	Fees charged kuridiya customer laga documents verification kura karne
5	Flexi Facility Charge	Fixed	Customer logo fees charged kuridiya flexi variant laga loan lua karne individual customer laga needs lokpabo nimite
6	Stamp Duty	Fixed / Daam	Statutory charges
7	Convenience Fee	Fixed / Daam	Customer logo fees khan charged kurikena thakia BFL network/infrastructure merchants aru dealers laga access kuribo dibo nimite
8	Loan Enhancement fee	Fixed	Customer logo fees Khan charged kuridiya loan rokum toh enhance kuribo nimite customer laga additional risk cover kuribo nimite
9	Limit Enhancement fee	Fixed	Customer logo fees charged kuridiya khan customer laga limit enhance kuribo nimite
10	Transaction fee	Fixed	Customer logo Transaction fee charged kuridiya EMI card nathakia khan logo te
11	Credit Suraksha Fee	Fixed	Customer logo fees charged kuridiya khan Bajaj Finserv Credit Surekha Application mobile phone te install kura karne restriction kuribole jodi mobile chola te kiba default huishe kuile

12	Commitment Fee	Fixed	Customer logo fees charged kuridiya khan loans process kura karne jodi customer para loan dikena thakia toh nocholai kena thakishe kuile
13	Mortgage Origination Fee / Mortgage Origination Fee Revalued	Fixed	Customer logo fees charged kuridiya khan mati-bari mortgage kura nimite
14	Mati-bari valuation Fee	Fixed	Customer logo fees charged kuridiya mati-bari valuation kura minite
15	Hypothecation Charges	Fixed	Customer logo fees charged kuridiya khan hypothecation processes manage kura nimite aru mati-bari bachai kena rakhi diya karne financial transactions nimite
16	CERSAI Charges	Fixed	Customer logo fees khan charged kuridiya CERSAI platform laga service charges nimite
17	Registrar of Companies filing charges	Fixed	Customer logo fees charged kuridiya khan documents khan Registrar Companies logo filing kura karne
18	Direct Cash Collection Charge	Fixed	Customer pora collected charges juntu EMI cash te collect kuribo option provide kuribo nimite ase.
19	Principal Holiday Charge	Fixed	Term Loan loise customer logote, shudhu initial tenure karne interest payment option dekhile charge.
20	Upfront valuation charge	Fixed	Asset valuation karne customer logote charge
21	Agote kharcha	Fixed	Loan process karibo karone customer pora agote paisa loi ase
22	Extra agate lobo taka	Fixed	Loan process karne customer pora agote extra taka lowa ase.
23	Obligatory agate lobo taka	Fixed	Loan process karne customer pora age te lobo lagibo taka.
24	LC process karibo karone paisa	Daam	Machine booking karne fund ase buli proof hisape customer ke Letter of Credit dise karone customer pora fee lobo.
25	EMI Holiday fee	Daam	Loan logot customer ke EMI Holiday option dise karone customer pora fee lobo.
26	Title Search Report (TSR) Charges	Fixed/ Daam	Secured loan lewar karone Title Search Report dise karone customer pora fee lobo.
27	Discounting Charges	Daam	nvoice finance loan lewar karone bill discounting dise karone customer pora fee lobo.
Service fees			
28	Switch Fee	Daam	Customer logo fees charged kuridiya khan ekta loan variant para alag loan variant te convert kura nimite
29	Conversion Fees	Daam	Customer logo fees charged kuridiya khan Fixed ROU para Floating ROU te convert kura karne
30	Renewal Fee	Fixed	Customer logo fees charged kuridiya khan loan renewing nimite subsidng mati-bari maturity huishe kuile
31	Saal laga Maintenance Charges	Fixed / Daam	Customer logo fees charged kuridiya khan customer laga flexi loan facility active rakhibo karne

32	Swapping Charges	Fixed	Customer logo fees charged kuridiya khan customer laga Mandate swap kura karne
33	No objection Certificate Interstate Transfer karne	Fixed	Customer logo fees charged kuridiya khan NOC interstate gari transfer kura karne
34	Nakli (duplicate) No Objection Certificate karne Charges	Fixed	Customer logo fees charged kuridiya khan nakli (duplicate) NOC karne Hypothecation post loan bon kuribole karne
35	No objection Certificate Private para commercial karne	Fixed	Customer logo fees charged kuridiya khan NOC issue kura karne gari private para commercial kura karne
36	Valuation charges	Fixed	Customer logo fees charged kuridiya khan mati-bari valuing kura karne
37	Account Khulibole Charges khan	Fixed	Customer logo fees khan charged kuridiya account related initiation karne loan laga related te secured by securities.
38	Pledge Confirmation Charges	Fixed	Customer logo fees charged kuridiya pledging shares karne
39	Pledge Invocation Charges	Fixed	Customer logo fees khan charged kuridiya pledge customer's share (NSDL/CDSL charges cover kuribole) associate karne
40	Demat Share Transfer Charges	Daam	Customer logo fees charged kuridiya Demat shares khan transfer kura nimate
41	Loan Rebooking Charges	32 Fixed	Customer logo fees khan charged kuridiya loan rebooking karne customer request kura karne
42	Depository Participant Charges	Fixed	Customer logo fees charged kuridiya khan custodial services nimate Demat account te securities khan held kura karne
43	Cash Handling Charges	Fixed	Customer logo fees charged kuridiya loan toh cash mode te disburse kuriya karne
44	Direct Cash Collection charges	Fixed	Customer logo fees charged kuridiya khan loan toh cash te terabole deya karne
45	Statement Issuance Charges	Fixed	Poisa customer khan logo jama kuridiya statements Kahn deya karne
46	Agreement copy charges	Fixed	Poisa customer khan logo jama kuridiya copy agreement laga deya karne
47	Administrative Charges	Fixed	Poisa customer khan logo jama kuridiya alag-alag Admin expenses cover kura karne
48	Line of credit set up fee	Fixed	Charges khan customer logo jama kuridiya digital payment platform karne/ Transfers/Transactions karne
49	Poisa Loading Daam lua	Fixed / Daam	Charge customer logo jama kuridiya poisa payment wallet te dali diya karne
50	Cash Deposit charges / Cash collection handling charges	Fixed	"Customer ke cash te loan / EMI repay kuribo facility provide kuribo fees.
51	Non-Utilization Fee	Daam	"Interest free trade advance facility non-utilization charges.
52	EMI Card Annual Fees	Fixed	Loan limit assign kora EMI card logote customer pora maintenance fee lobo.
53	Monthly Lease Administration Fee	Daam	Din pora din pora lease operation manage koribo karone customer pora fee lobo.
54	Other NOC	Fixed	Customer logote No Objection Certificate di boloi fee lobo.

55	Line Activation Charges	Fixed	Call logot loan instant disburse koriboloi customer pora fee lobo.
56	NOC KIT	Fixed	Loan close koribo karone customer logote No Objection Certificate di boloi fee lobo.
57	Service Charges	Fixed	Customer logote loan service provide koribo karone fee lobo.
Contingent Fees aru charges			
58	Bounce Charges	Fixed	Bounce charges” mane hobo non-payment of instalment(s) laga due dates te payment mandate dishonour hoa athuba payment mandate non-registration athuba anya reason nimite charges.
59	Penal Interest	Daam	Customer logo interest charged kuridiya EMI terabole deri hua karne.
60	Additional Penal Interest	Daam	Customer logo interest charged kuridiya jodi terms of Agreement aru/nahuile sanction chitti laga terms bhangai desai kuile, aru requisite documents khan BFL ke submit nakuriya karne.
61	Instalment Default Charge	Fixed	Customer laga bank te mandate register nokuribo fees.
62	Part Prepayment Charges	Daam	Customer logo fees charged kuridiya partial loan terabole
63	Foreclosure Charges	Daam	Customer logo fees charged kuridiya loan laga full Pre-payment allow kura karne
64	Legal Charges	Fixed	Customer logo fees charged kuridiya legal daam recover kuribo nimite
65	Legal & Repossession Charges	Fixed	Customer logo fees charged kuridiya legal processes karne aru repossession daam company para incurred kura khan
66	Stockyard Charges	Fixed	Customer logo fees charged kuridiya parking aru manage kura reposessed gari khan nimite
67	Audit / inspection charges	Fixed	Customer logo fees charged kuridiya audit aru inspection services nimite compliance ensure kuribole
68	Notice Charges (Default / Intimation / LTV Breach / Final Auction Intimation)	Fixed	Customer logo fees charged kuridiya Notice issue kura homoy te charges ula khan recover kuribole
69	Auction Charges	Fixed	Customer logo fees charged kuridiya charges khan recover kuribole auction conduct kura homoy te
70	Brokerage Charges	Fixed	Customer logo fees charged kuridiya customer laga bhag khan bikeri (selling) kura karne jodi customer para kiba default kurishe kuile
71	RC hypothecation deri charges	Fixed	Customer logo fees charged kuridiya jodi RC receive kuribole deri huishe kuile ekta homoy te.
72	Cancellation Charges	Fixed	Customer logo fees charged kuridiya khan processing daam compensate kura karne jodi loan toh cancel kurishe kuile.
73	Penal Charge	Fixed	Customer ke EMI payment delay nimite charged amount.

74	Subsequent disbursement visit charge	Fixed	Customer ke subsequent visit of property for audit of property completion stage nimate levied charge.
75	Vehicle Valuation Charges	Fixed	Vehicle valuating nimate customer ke charged fees.
76	Parking Charges	Fixed	Repossess kora gari khan safe rakhibo aru manage koribo karone customer pora lobo fees
77	Tranche Breach Charge	Daam	BFL logot register kora partner ke dibi trade advance tranche time khotom nahole customer pora lobo fees
BFL para Value Added Service offered kura khan			
78	EMI card fee	Fixed	Customer logo fees charged kuridiya EMI card facility deya karne
79	Health EMI (HEMI) card	Fixed	Customer logo fees charged kuridiya Health EMI card faciltdeya karne
80	BFL Share	Fixed	Dealer aru BFL milik ekta co branded EMI card facility diya karone customer para lobo fees
81	Gold Health EMI Network Card Fee	Fixed	Gold Health EMI Network Card facility diya karone customer pora lobo fees
82	Platinum Health EMI Network Card Fee	Fixed	Platinum Health EMI Network Card facility diya karone customer pora lobo fees
83	Corporate / Hospital Health EMI Network Card Fee	Fixed	Corporate or Hospital para diya EMI Network Card facility karone customer pora lobo fees
84	Co Branded Card Issuance Fees	Fixed	Co branded card customer ke dibo karone lobo fees
85	Add on Card Fee	Fixed	Customer khan logo fees charged kuridiya additional EMI card/Health EMI card facility deya karne
86	Mati-bari Insight	Fixed	Customer khan logo fees charged kuridiya valuing karne asset risk assessment karne
87	CIBIL TransUnion Report Fee (CTR)	Fixed	Customer khan logo fees charged kuridiya CTR Report deya karne
88	Business Fitness Report	Fixed	Customer khan logo fees charged kuridiya BFR Report deya karne
89	Financial Pulse Report	Fixed	FPR Report provide kuribo nimate customer ke charged fees.
90	Practice Management Software	Fixed	Professional loans (Doctor Loans) te value-added products introduce kuribo, juntu software patient records aru clinic activities manage kuribo nimate ase.
Samaan aru services third-party para bhag kuriya khan			
91	Jivon Insurance	Fixed	Rokum Jivon Insurance karne customer para kinilua /luikena thakia khan
92	General insurance	Fixed	Rokum General insurance karne customer para kinilua /luikena thakia khan
93	Health Insurance	Fixed	Rokum Health insurance karne customer para kinilua /luikena thakia khan
94	Financial Fitness Report	Fixed	Rokum FFR Report karne customer para kinilua/luikena thakia khan
95	Financial Fitness Detailed Report	Fixed	Rokum FFDR Report karne customer para kinilua/luikena thakia khan

96	Credit Card	Fixed	Rokum Credit card laga customer para luikena thakia khan
97	GPS Device	Fixed	Rokum GPS device kinia/luu karne customer para
98	Wapas kinia(Buy Back) Daam Assurance	Fixed	Rokum wapas kinia (buy back) guarantee karne customer para luikena thakia
99	Assistance Samaan (Extended Warranty, FoneSafe, Jivon secure, Asset Secure, Subscriptions khan)	Fixed	Rokum Assistance saaman laga customer para kinilua/luikena thakia
100	Investment Plans	Fixed	Rokum Investment plans karne customer para kinilua/luikena thakia
Payments Charges			
101	Payment Gateway transaction charges / Platform Charges / Transfer Charges	Fixed/Daam	Customer ke digital payment / transfers / transactions platform provide kuribo charges collected.
102	Load Money	Daam	UPI / Credit / Debit cards / Net Banking pora money load kuribo fees.
103	Payment of bills aru recharges	Fixed / Daam	Bills aru recharges payment nimite customer ke charged fees.
104	Wallet pora bank te transfer	Daam	Customer ke wallet pora bank te amount transfer kuribo fees charged.
105	Issuance charges	Fixed	Gift Card / Cobranded Gift Card / FASTag / Wallet issuance nimite customer ke charged fees.
106	Replacement Fees	Fixed	Replacement FASTag issuance nimite customer ke charged fees.
107	New customers nimite Account Opening athuba upgrade (Full KYC Wallet)	Amount	KYC kuribo aru wallet upgrade kuribo nimite option provide kuribo charges levied.
108	On demand settlement - Processing Fees	Daam	Payment on demand settlement feature provide kuribo Merchant ke charges levied.
109	Rupay Credit Card UPI pora / PPI / PPI UPI pora / Credit UPI pora	Daam	Merchant ke charge levied kuribo nimite credit instruments aru PPI pora payments accept kuribo feature enable kuribo.
110	Txn SMS - SMS Charges	Amount	"Merchant ke transactions aru settlements laga alerts SMS te share kuribo charges.
111	Courier charges	Amount	Merchant ke Soundbox courier pora send kuribo charges.
112	PayIn karone fees aru charges	Amount	PayIn services avail kura merchants ke setting up aru maintenance of Payment Gateway karone charges.
113	Platform Utilization Fee	Amount	PayIn services avail kura merchants ke Payment Gateway transaction charges.
114	Linkpay fees (PayIn charges oport)	Amount	Payment gateway merchants ke SMS athuba Email pora payment link send kuribo charges.
115	Orchestrator karone fees aru charges	Amount	Orchestrator services thaka merchants ke Payment Gateway setup, maintenance aru transaction karone charges.
116	SI aru Recurring karone fees aru charges.	Amount	Payment Gateway merchants ke mandate registration aru presentment karone charges.
117	QR Deployment aru Installation	Fixed	QR set up/installation karone lobo fees

118	Sound Box Rental Charge (device cost, maintenance charge, SIM charge milai ase)	Fixed	Plan select kuri monthly rent charge lobo.
119	Batch Settlement Processing Fee	Daam	Transaction value upor te batch aru on demand settlement fee lobo