

# Grievance Redressal Policy

## 1. Introduction

Aadhar India Finvest Limited, endeavors to be a customer centric organization. In keeping with this value, we have devised a mechanism that aims at minimizing the instances of customer complaints and grievances, whilst ensuring prompt redressal. In order to make the company's redressal mechanism more meaningful and effective, a structured system has been put in place.

## 2. Objective of the policy

The Grievance Redressal Policy is being formed with an aim to provide quick amends to customer issues. In case of a complaint, we have a detailed review mechanism to identify the company's shortcomings and overcome them quickly, reducing as far as possible inconvenience to our customers. This policy also covers issues relating to services provided by the outsourced agency, engaged by the company for providing some of the services.

## 3. Key Commitments

Aadhar India Finvest Limited, through its management, intends to uphold the following commitments:

- 3.1. To act fairly and reasonably in all dealings with its customers by ensuring that:
  - 3.1.i. It's products and services will meet all relevant laws and regulations as applicable, for the time being in force
  - 3.1.ii. Its dealings with its customers will be based on principals of transparency and fairness.
- 3.2. The company will assist its customers in understanding its products and services by
  - 3.2.i. Providing information in Hindi, English, or few other local languages
  - 3.2.ii. Explaining their financial implications and helping the customer choose the one that best meets his / her needs.
- 3.3. The company will make every attempt to ensure that its customers have a trouble free experience in dealing with us. However, in case of any instances of disagreement with the service provided by the company to its customers, the same will be dealt with utmost care and in a reasonable time frame.
- 3.4. In case the customer is not satisfied with the way their complaint is handled, to provide detailed procedure of grievance redressal.

## 4. Grievance Redressal Mechanism

“Complaint”- A complaint means an expression of dissatisfaction made to Aadhar India Finvest Pvt. Ltd. by any borrower or someone legally representing their interests, about our products, services or our complaint-handling process, where a response or resolution is explicitly or implicitly expected.

### 4.1 Escalation Matrix

The company has a structured grievance redressal mechanism in practice where all complaints/grievances will be attended as per a defined time schedule. Customers may follow the below mentioned matrix in order to escalate their concerns. This facility has been provided to the customers to register complaints for speedy redressal.

Level 1 Escalation: Customers are requested to follow either of below mentioned steps for any complaints/ grievances

Email - [Grievances@pashupal.in](mailto:Grievances@pashupal.in)

Write to us - Aadhar India Finvest Limited.,

Plot No. 83, Ground Floor,U & I Corporate building

VR1 Centre, Sector 29 Gurugram Haryana-122022

Level 2 Escalation: If customers are not satisfied with the resolution provided by the “Customer Services Cell”, they may further escalate to the Nodal Officer:

Mr. Chetan Singla

The Nodal Officer, Aadhar India Finvest Limited

A-301

Municipal Heights

Sector 104, Mohali -140307

Email: [Grievances@pashupal.in](mailto:Grievances@pashupal.in)

Phone: +91-9780042102

Level 3 Escalation If the complaint / dispute is not redressed within a period one month from the date of receipt of such complaint, the customer may appeal to Regional Office of DNBS of RBI, under whose jurisdiction the registered office of the Company falls and also the Ombudsman under the Ombudsman Scheme. Contact details:

Regional Office

**Deputy General Manager**

**Department of Non- Banking Supervision**

**Reserve Bank of India, 6, Sansad Marg,**

**New Delhi-110001**

**Tel: 011-2371 4456/ 0538**

**Fax:011-2375 2188**

## 5. Responsibilities of the Grievance Redressal Officer/Principal Nodal Officer

5.1. After receiving customers' complaint through e-mail or written letters, or calls at the designated Customer Service number the GRO (Grievance Redressal Officer) / PNO (Principal Nodal Officer) will examine the matter and respond to all complaints within 30 days from the date of receipt of such complaint.

5.2. Ensure adherence to the Grievance Redressal policy and process laid down in this document, monitor its implementation and initiate corrective action wherever needed.

5.3. Decide upon matters requiring immediate attention and follow up for timely redressal of grievances wherever delay is observed.

5.4. Take appropriate action to avoid any such delays in future, through a monthly report submission to the management and a quarterly submission to the Board of the company.

## 6. Internal machinery to handle Customer complaints

### 6.1 Resolution of grievances

6.1.a. The Customer Service Cell is responsible for the resolution of concerns/grievances at the earliest. They would be responsible for sending an acknowledgment to the customers with Service Request Number and tentative timelines for resolution, with timely updates to the customer on the progress of the complaint.

6.1.b. It is his/her foremost duty to see that the concern should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue.

6.1.c. If the customer service manager feels that it is not possible at his level to solve the problem he may refer the case to Customer Service Head /Nodal Officer for resolution.

6.1.d. Upon resolution, a reply will be sent to the customer through telephone, email or post

### 6.2 Time Frame

6.2.a. If a complaint is received from a customer through any of the above channels, Company shall send an acknowledgement within two days

6.2.b. After examining the matter, the company will send final response or explain the reason for taking more time to respond with expected time lines for resolution, and shall endeavor to do so within 7 working days of receipt of complaint.

## 7. Monitoring

1. The customer complaints received along with resolution TAT and ageing analysis shall be placed before the Customer Service Committee
2. Complaints received through the Reserve Bank of India along with resolution TAT shall be placed before the Customer Service Committee

3. Grievance Redressal Officer/Principal Nodal Officer shall place the Grievance Redressal report before the Customer Service Committee
4. Summary Analysis of Customer Complaints received directly and through Reserve Bank of India and the Grievance Redressal Report, shall be placed before the Board of Directors on quarterly basis for its review.