

GRIEVANCE REDRESSAL MECHANISM POLICY

1. INTRODUCTION

- 1.1. This Grievance Redressal Mechanism Policy (“**Policy**”) aims to provide the grievance redressal mechanism to all existing and prospective customers of SarvaGram Fincare Private Limited (“**Company**”) and will be followed by all employees and representatives working for the Company. This Policy works as guideline for handling and redressing the complaints/ grievances if any raised by our customers in a time bound manner in compliance with the directions issued by the relevant regulators.
- 1.2. This Policy has been drafted in compliance with RBI/DNBR/2016-17/44 Master Direction DNBR.PD.007/03.10.119/2016-17 dated September 1, 2016 as updated from time to time applicable to Non-Banking Finance Company – Non-Systematically Important Non-Deposit taking Company issued by the Reserve Bank of India (“**RBI**”) and Guidelines on Fair Practice Code prescribed by the RBI and the Fair Practice Code adopted by the Company which, *inter alia*, sets out broad parameters for dealing with customers.

2. OBJECTIVE

- 2.1 Proactive customer service delivery and customer delight is a key differentiator of the Company. Customer complaints constitute an important voice of customer, and this Policy aims at laying down the framework for minimizing and resolving instances of customer grievances through proper redressal mechanism.
- 2.2 This document formalizes an effective and suitable mechanism for receiving and addressing complaints from customers with specific emphasis on resolving such complaints fairly and expeditiously regardless of the sources of the complaints.
- 2.3 As per Fair Practices Code followed by the Company, the Company needs to have the Policy which should be approved and mandated by the Board of Directors.
- 2.4 The purpose of this Policy is to ensure that:
 - (a) All customers are always treated fairly and transparently;
 - (b) All customer grievances are dealt with courtesy and resolved within stipulated timelines;
 - (c) Customers are fully informed of all avenues to register their queries and complaints and escalate their complaints/ grievances within the Company (which shall include online and offline modes of communicating their queries/ complaints) and their rights to alternative remedy, if they are not fully satisfied with the response of the Company to their complaints; and
 - (d) The Customers have the option to pursue alternative remedies if they are not satisfied with the Company’s proposed resolution of their grievance.

2.5 The Company's Grievance Redressal Policy fulfils the following principles:

- (e) To provide the best customer service support by adhering to laid down procedure; and
- (f) To comply with the regulatory guidelines as required for this function.

3. **SCOPE**

The processes contained in this Policy are applicable to all branches/ offices of the Company across the country and to all activities where there is an interaction with customers.

The Policy contains two sections:

- I. Capturing customer grievances; and
- II. Customer grievance redressal guidelines.

3.1 **Capturing Customer Grievances**

3.1.1 It is endeavour of the Company to ensure customer satisfaction by following standard norms and practices, so that complaints from customers are minimized. The various modes through which customer complaints can be captured are:

- (a) Online (*via SMS, WhatsApp, Scan QR Code, Google review, Facebook review etc.*);
- (b) E-mail (*info@SarvaGram.com*);
- (c) Call centre; and
- (d) Walk-in at the branch/ office.

Further, the complaints and grievances as raised by the customer are updated and monitored on a frequent basis.

3.1.2 Online

The Company sends SMS/ message to all its customers along with a link of feedback form.

Customer can also share feedback/ complaint by scanning the QR code (*available on posters displayed in each branch*). Feedback form link will be displayed accordingly.

Customer can also share feedback/ complaint *via* Google review/ Facebook review or through SarvaGram's Facebook page or on Google page or through the Company's website by providing the full details of the complaints.

3.1.3 Email

E-mail ID of customer care and Grievance Redressal Officer will be displayed on Notice Board and on Company's official website i.e., www.sarvagaram.com. Customers can write to info@sarvagaram.com and lodge official complaint with the Company.

Grievance Redressal Officer will be in charge of all the complaints, if not addressed by the Company or designated manager/ official or relevant concerned person within the redressal timeline, as provided below.

3.1.4 Phone to Toll Free Number

Customers can lodge a complaint by way of phone to the designated Toll-free number at **8101777555**.

Customer care executive handling the Toll-free number will handle the customer and will accept the complaint on phone. (The executive would have access to data base where he/ she can verify the genuine identity of customer). Complaint will be directed to concerned team for resolution.

3.1.5 Customer Walk-in's at Branch/Office

Customers can visit and lodge their complaint at any of the branches/ offices of the Company. Designated manager/ official/ customer service team will attend the customer and try to resolve the problem at his/ her end, if possible.

The complaint shall be lodged during the working hours i.e., from 9:30 A.M. to 6:30 P.M. from Monday to Friday (except Public holidays), by submitting a written letter and providing full details and obtaining an acknowledgement for the same from the designated manager/ official/ customer service team.

3.1.6 Complaints received through RBI Ombudsman

Customer can register his/ her complaint through Centralized Receipt and Processing Centre, through physical or online mode i.e., through <https://cms.rbi.org.in>). The complaint, if submitted in physical form as per the contact details given hereunder in the escalation matrix of this Policy, shall be duly signed by the complainant or by the authorised representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by the RBI.

3.2 Grievance Redressal Process

3.2.1 In order to effectively understand and address customer grievances, the Company shall open multiple channels of communication. These modes will be adequately displayed on the notice board of the branch and on the Company's website.

3.2.2 The Customer service team / Branch Manager shall be the first point of interaction with the customer and shall record all complaints received in writing.

3.2.3 If there is no response from the Customer service team/ Branch Manager within 7 (seven) working days from filing the complaint or if the customer is not satisfied with the provided solution then the same complaint may be escalated to the Zonal Grievance Redressal Office of the Company.

3.2.4 If there is no response from the Zonal Grievance Redressal Office within 7 (seven) working days from filing the complaint or if the customer is not satisfied with the provided solution then the same complaint may be escalated to the Grievance Redressal Officer of the Company

Grievance Redressal Officer	Mr. Ankit Agarwal SarvaGram Group of Companies 1st Floor, Dani Corporate Park, 158, CST Road, Kalina, Santacruz (East) Mumbai – 400 098 Contact Number: 9990485165 E-Mail Id: ankit.agarwal@sarvagram.com
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3.2.5 Notwithstanding the above, all complaints shall be resolved within 30 (thirty) days from the date of receipt of the complaint/ query from the customer in the first instance. If a case requires additional time, Stride One or the concerned grievance redressal representative will inform the customer the reasons of delay in resolution within the timelines specified above and provide regular updates on the progress of the resolution and the expected timelines for the resolution of the complaint.

3.2.6 If the customer is not satisfied with the reply / action / resolution given by Grievance Redressal Officer, he/ she may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision (DNBS) of The RBI Mumbai, the details of which are mentioned below:

Reserve Bank of India,
Department of Non-Banking Supervision, 3rd Floor, RBI Building,
Opp. Mumbai Central Railway Station, Near Maratha Mandir,
Byculla, Mumbai - 400 008, Maharashtra

The customers can also file their complaints on the Complaint Management System (“**CMS**”) launched by the RBI. CMS is an online portal which is a single window for customer complaints relating to banks and NBFCs.

4. GRIEVANCE REDRESSAL TIMELINE

4.1 All the complaints received by the Company shall be recorded and tracked for end-to-end resolution. The turn-around time for responding to a complaint is as follows:

(a) General Complaints: 7 (seven) working days.

(b) Fraud cases, Legal cases and cases which need retrieval of documents: 15

(fifteen) working days.

- (c) Interest/ Charges/ Installment related cases: 20 (twenty) working days.
- (d) Cases involving external entities: 30 (thirty) working days.
- (e) For all the complaints received from the RBI/ other Regulatory/ Statutory/ Government authorities, timelines as mandated by respective complainant will be adhered to.
- (f) If any case needs additional time, the Company will seek the same from the Customer/ Regulator/ Competent Authority, stating expected time lines for resolution of the issue

5. **DISPLAY**

The details of various contact points for Grievance Redressal mechanism shall be published on the website of the Company for the benefit of the customers. The same will also be displayed at all branches of the Company.

6. **TRAINING STAFF FOR IMPROVEMENT IN SERVICE AND HANDLING COMPLAINTS**

The Company understands the importance of providing adequate training for their staff to handle complaints/ grievances with courtesy, empathy, and promptness. In order to achieve the same, the Company shall conduct training programmes regularly for staff on customer service and efficient handling of grievances.

7. **MONITORING**

The customer complaints along with ageing analysis and complaints received from the Reserve Bank of India shall be placed before the Board of Directors, as and when required, for its review.

8. **REVIEW AND AMENDMENT**

The Company reserves its right to amend or modify this Policy in whole or in part, at any time without assigning any reason whatsoever in accordance with applicable law and no such amendment or modification will be binding on the directors and employees unless the same is communicated in the manner described as above.

Consequent upon any changes in regulatory guidelines, such change shall be deemed to be a part of the Policy until the Policy is reviewed and approved by the Board.
