

## **Policy on Customer Grievance and Redressal Mechanism**

Riwaaz Investments Private Limited is dedicated to provide high quality of services to its clients. It believes in having a strong mechanism for recording and responding in a timely manner to queries and complaints received from its clients. Company had developed the redressal mechanism to resolve its client's grievances on priority basis.

Any borrower can register any complain in the company through any mode as mentioned below:

1. Call on the registered office telephone number of the company
2. Written complaint sent at the registered office of the company
3. Written complaint given to any of the executive of the company at the client place
4. Complaint received on the registered email ID of the company

Client shall report in his complaint below mentioned points:

Client Name

Loan amount

EMI amount

Repayment frequency

Repayment start and end date

Date of disbursement of loan

Upon receipt of the complaint, office executive registers the complaints and intimates the same to all concerned officer. On verification, if the concerned officer finds the complaint genuine, he ensures timely redressal of the complaint received.

A control sheet is maintained in excel sheet where all the details of the complaint received in mentioned along with the action taken to resolve the grievance.

Further, complaints are categorised on the basis of severity and criticality. A proper record is maintained regarding the fresh complaints received during the month, number of complaints resolved and complaints pending for resolution.

### **Standards of the policy:**

1. **Awareness among clients to submit complaints:** Client knows about their right to complaint and client knows how to complaint
2. **Staff is trained to handle complaints:** Staff is trained to resolve the complaints and defined process is adopted by the staff
3. **Complaint resolution system is active and effective:** Effective system is maintained to resolve the complaint in a timely manner, clear reporting system about complaints received, client receive a timely response about the complaint

### **Complaint Categorization:**

Bribe involvement

Related to staff behaviour

Fake currency

Third party product complaint

Fraud conducted by staff

Repayment amount related complaint

Non updation of repayments in records  
Loan rejection  
Legal notice

Mr. Amarjeet Singh, Group Operations Head shall act as Grievance Redressal Officer (GRO) for handling and resolving customer Grievances from time to time. Customers can connect with GRO as per below detail:

Name and designation of GRO	Mr. Amarjeet Singh, Group Operations Head
E-mail id	legal@riwaazinvestments.com
Mobile No.	9310663229
Address	306, Lusa Tower, Azadpur Commercial Complex, Delhi-110033

In case, disputes/complaints are not resolved within 10 days or not satisfactory, clients can file a complaint to Officer in Charge of Regional Officer of Department of Supervision (DOS) of Reserve Bank of India (RBI) as follows:

The Chief General Manager,  
Department of Supervision (DOS),  
Reserve Bank of India,  
6, Sansad Marg, New Delhi- 110001  
<https://cms.rbi.org.in>  
E-mail: [dnbsnewdelhi@rbi.org.in](mailto:dnbsnewdelhi@rbi.org.in)  
Tel: 011-2371 4456

If any staff is found guilty on the basis of complaint filed, following action is taken by the company on the basis of frequency and severity of complaint:

- Warning letter is issued; or
- Staff is terminated; or
- Staff's promotion can be effected

## **IMPORTANCE OF CLIENT GRIEVANCE REDRESSAL POLICY**

- Better Client Retention
- Enhance Brand Loyalty
- One Stop shop for loyal customers
- Improves product and process based on client's need
- Strengthen Customer service culture
- Compliance to regulation