

Customer Grievance Redressal Policy

VERSION CONTROL

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V.1	Mr. Mandar Godbole	05/11/2019				

Customer Grievance Redressal Policy

POLICY ON CUSTOMER GRIEVANCE REDRESSAL

1. Objective:

The Customer Grievance Redressal Mechanism is framed to provide best customer services and to comply with the Guidelines of Fair Practices Code prescribed by the Reserve Bank of India and the Fair Practices Code of the Company which inter-alia set out broad parameters for dealing with customers.

2. Principles:

Customer complaints constitute an important voice of a customer and following shall be guiding principles at Niyogin for dealing with customer complaints:

- ✓ Customers shall be treated fairly at all times.
- ✓ Complaints raised by customers shall be dealt with courtesy and resolved in a timely manner.
- ✓ Customers shall be informed of avenues to escalate their complaints within the organization, and their rights in cases when their complaints are not resolved in a timely manner or when they are not satisfied with the resolution of their complaints.
- ✓ Employees and outsourced agencies shall work in good faith and without prejudice, with all customers.

3. Customer Grievance Redressal Committee:

The composition of the Customer Grievance Redressal Committee is as under:

1. Mr. Makarand Patankar - Chairman
2. Mr. Parag Chopde - Member

4. Grievance Redressal Mechanism:

In case of any grievance, customers can intimate and record their complaints / grievances for a resolution in the manner detailed below:

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A. Registration of Complaints:

Customers can send their grievance through email at niyogin.compliance@niyogin.in or write to Mr. Makarand Patankar- Chairman- Customer Grievance Redressal Committee, Niyogin Fintech Limited, Neelkanth Corporate IT Park, 311/312, 3rd Floor, Kirod Road, Vidyavihar (W), Mumbai – 400086 or call on: 022 62514646. Customers shall ensure that they quote their application no. / sanction no. / loan account no. in every correspondence with the Company regarding their complaint.

Anonymous complaints will not be addressed in terms of this Customer Grievance Redressal Mechanism.

B. Time Frame for Resolution of Complaints, from date of receipt of complaint:

- (i) Normal cases (other than the one mentioned below): Fifteen (15) working days.
- (ii) Fraud cases, Legal cases and cases which need retrieval of documents and exceptionally old records: Thirty (30) working days.
- (iii) If any case needs additional time, the Company will inform the customer the reasons of delay in resolution within the timelines specified above and provide expected time lines for resolution of the complaint.

Note: The above time frame can change depending upon the nature and complexity of complaint.

C. Escalation Matrix:

Level 1:

If a customer is not satisfied with the resolution provided by the customer service team of the Company within the given time frame, the customer can escalate the issue as under:

Chairman- Customer Grievance Redressal Committee

Kind Attn: Mr. Makarand Patankar
Neelkanth Corporate IT Park, 311/312, 3rd Floor
Kirod Road, Vidyavihar (W), Mumbai - 400086
Telephone No.: 022 62514646
Email – niyogin.compliance@niyogin.in

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Level 2:

Grievance Redressal Officer

Kind Attn.: Mr. Parag Chopde- President and Chief Risk Officer

Neelkanth Corporate IT Park, 311/312, 3rd Floor

Kirol Road, Vidyavihar (W), Mumbai - 400086

Telephone No.: 022 62514646

Email – parag.chopde@niyogin.in

Please quote the reference of your earlier communication in this regard.

Level 3:

In case a grievance / complaint is not redressed within a period of one month, the customer may appeal to Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI under whose jurisdiction the Registered Office of the Company falls. The details of DNBS is as given below:

Department of Non-Banking Supervision,

Reserve Bank of India

Mumbai Regional Office,

3rd Floor, RBI Building,

Opposite Mumbai Central Railway Station,

Byculla, Mumbai – 400 008

Telephone No.: 022 2308 4121

Fax No.: 022 2302 2011

Email: dnbsmro@rbi.org.in

5. Review:

The Grievance Redressal Committee of the Company shall periodically review the Customer Grievance Redressal Mechanism to ensure that process deficiencies, if any, are addressed. The Committee shall also periodically review the Statement of Complaints received, resolved and pending, along with reasons for the same.
