



Vinayana Investment and Finance Ltd.

Grievance Redressal Policy

Head Office : 1C/803, Amar Shaheed Path, Vardan Khand, Sector 1, Gomti Nagar,
Lucknow, Uttar Pradesh, India – 226010

Regd. Office: House No.214, First Floor, JJ Colony, Block A Nehru Vihar, New Delhi,
India - 110054

Customer Grievance Redressal Policy

1. Introduction

Vinayana Investment and Finance Ltd. (Vinayana) is committed to providing the best possible services to its clients, primarily micro-entrepreneurs. We recognize that despite our best efforts, there may be occasions when clients feel the need to express dissatisfaction with our services. This policy outlines the procedure for clients to voice their grievances, how those grievances will be addressed, and the mechanisms in place to ensure that every complaint is handled promptly and efficiently.

2. Objective

The objectives of this policy are to:

- i. Ensure fair, transparent, and prompt resolution of customer complaints.
- ii. Provide an avenue for customers to communicate their grievances.
- iii. Educate customers on how to lodge a complaint.
- iv. Enhance customer satisfaction by promptly resolving issues.
- v. Identify areas of improvement in our services and processes.

The key principles of Vinayana's grievance redressal policy are as under:

- ✓ Customers be treated fairly at all times.
- ✓ Grievances raised by customers are dealt with courtesy, efficiency and swiftly, not exceeding within prescribed time lines.
- ✓ Vinayana's employees shall act in good faith and without prejudice to the interests of the customer and within the laid down policies and guidelines of Vinayana.
- ✓ Customers are fully informed of avenues to escalate their complaints / grievances within the organization and their rights to alternative remedy if they are not fully satisfied with the response of Vinayana to their complaints.

3. Definition

The following terms are used in this policy with the meaning specified herein:

- 1.1. **“Board”** shall mean the Board of Directors of Vinayana from time to time.
- 1.2. **“Business hours”** means Monday to Saturday between 10:00am to 6:00 pm.
- 1.3. **“Customers”**, means borrowers who have availed or may avail financial and other facilities from Vinayana, as per its extant policies.
- 1.4. **“Grievances”** shall mean complaint, resentment, dispute, disagreement etc. arising out of the practices, procedures and codes, followed by Vinayana in its customer dealings.
- 1.5. **“Loan Products”** shall mean all the range of financial products offered by Vinayana to the Customers from time to time.
- 1.6. **“Working Days”** shall mean any day on which banks generally are open in **Lucknow**, for the transaction of normal banking business but does not include Second and Forth Saturdays and all Sundays.

4. Scope

This policy applies to all customers of Vinayana, including individuals and micro-entrepreneurs who have availed of any financial services or products from us and have complaints regarding any aspect of our services, including but not limited to loan application, disbursement, repayment, customer service, and other related areas.

This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and also to ensure prompt redressal of customer complaints and grievances, if there are any.

5. Categories of Customer’s Communications with Vinayana

- **Query** - These may be general inquiries, primarily relating to Loan products of Vinayana, interest rates, repayment terms, eligibility norms, other terms of financing etc.
- **Request** –Requests for obtaining any valid services from Vinayana.
- **Grievance** – A communication by prospective / existing Customers of Vinayana that expresses dissatisfaction because of lack of action, inadequate quality of services by Vinayana.

- **Grave / urgent Grievance** – Related to staff misbehavior, cheating / fraud, false commitments, mis-conduct with the customers.
- **Suggestion / Feedback** – related to functions / roles of Vinayana with respect to its operations, policies or practices.

6. Grievance Redressal Mechanism

Step 1: Initial Complaint Registration

- Customers can register their complaints through the following channels:
 - (i) **Complaint in person:** If a customer has a grievance regarding the misbehaviour of a loan officer or with any other service-related matter, they may report it to the immediate supervisor ie, Branch, Area or divisional Manager or the relevant supervisor or the internal auditors during their visit. Such supervisor shall immediately take note of the same and report to the HO. If the customer is not satisfied with the resolution provided by the supervisor, the supervisor will advise them on other mechanisms available for registering their complaint. This ensures that customers are aware of all available channels for addressing their grievances and can seek further assistance if needed.
 - (ii) **Complaint Box at the Branch / unit Office:** An aggrieved customer may visit the nearest branch or unit office and drop their written complaints in the Complaint Box installed at the branch or unit office of Vinayana. The Complaint / Feedback box shall remain locked, and the key shall be under the custody of the concerned area manager.
 - (iii) **Customer Care Helpline:** Customers can call our toll-free helpline number **1800 532 0162** during business hours i.e. from 10:00 am to 6:00pm (Monday to Saturday) and register their complaint with Vinayana.
 - (iv) **Email / Post:** Customers can also submit their grievances though email at support@vinayanafinance.com by post at the following address, by giving full disclosures and details of the complainant and giving specific instances of the cause of complaint.

The Customer Service Cell
 Vinayana Investment and Finance Ltd.

1C/803, Vardan Khand, Sector-1,
Gomti Nagar Vistar,
Lucknow-226010, U.P..
Tel: 9005484053

Inquiries with regard to services offered by Vinayana may be sent at
info@vinayanafinance.com

Step 2: Customer Complaint Register (CGR) and Resolution of Complaint

- Any complaint through e-mail / letters / person shall be acknowledged promptly after receipt, at the Vinayana Corporate office or Branch, Region, division Offices as and when set up.
- Complaints received on Toll Free No. will be attended by dedicated personnel at the Corporate Office of Vinayana who will record the complaints electronically and provide the best possible resolution to the customer in discussion / consultation with concerned supervisor within **initial period of 7 days**, depending upon the nature of Complaint.
- The Complaints should be registered in the CGR maintained in the prescribed format electronically at the HO and physically at the branch / unit offices of Vinayana, which shall include full details of the complainant (name, address and contact details), date of receipt, fact of the complaint, category of complaint etc.
- Vinayana will take steps to redress the grievances with care and diligence, normally within the period of 15 working days from the date of receipt of the complaints.
- If the complaint requires more time for resolution, the customer will be informed of the reason for the delay and the expected period for resolution.

Step 3: Escalation of Complaint

- If the customer is not satisfied with the resolution provided, they can escalate the complaint to the **Grievance Redressal Officer**
 - **Grievance Redressal Officer**

Ms. Shalini Baghel

Email: info@vinayanafinance.com

Phone: 9236 446 037

- The Grievance Redressal Officer will review the complaint and provide a resolution within 7 working days.

Step 4: Final Escalation

- If the customer is still not satisfied with the resolution provided by the Grievance Redressal Officer, or his / her complaint is not redressed by Vinayana within 30 days of the lodging, they can escalate the complaint to the RBI Office, New Delhi, under whose jurisdiction the registered office of Vinayana is situated.

7. Mandatory display at the offices

At the operational level, Vinayana shall ensure to display the following information prominently, for the benefit of its customers, at its places of business:

(a) Toll Free No. for resolution of complaints against Vinayana.

(b) Complaint / Suggestion Box

(c) If the complaint / dispute is not redressed within a period of **one month**, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision (DNBS) of RBI, under whose jurisdiction the registered office of the Vinayana falls.

8. Monitoring, Review and reporting to the Board

- The Customer Service Cell will maintain records of all complaints received, along with their resolutions, corrective actions taken and circulate the **monthly report** to the senior management for their review.
 - The report shall contain information like, the total no. of complaints received, disposed off and pending, with reasons thereof, which will be placed before the Board for information / guidance.
 - Summary of the customer grievance reports along with actions initiated would be reported to the Board **at least once in a year**.

9. Time Frame

- (a) The Complaints received will be analyzed from all possible angles. All efforts will be made to resolve each complaint received generally within the stipulated time as per the following escalation matrix:

Level of escalation	Official	TAT
First	Customer Service Cell	7 to 15 days, depending upon the nature of complaint
Second	Grievance Redressal Officer	Upto next 15 days from the date of escalation

- (b) There may be some complaints which require deeper analysis from all possible angles which may cause delayed resolution of the complaint. In such cases, Vinayana will try to resolve the grievances at the earliest depending on the nature of the case. Such delay in addressing the complaint beyond the prescribed time limit shall be conveyed to the complainant along with reasons for the same.
- (c) If the resolution of the complaint is delayed beyond 30 days of receipt, or the complainant is not satisfied with the reasons of delay conveyed to him / her, he / she may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision (DNBS) of RBI, New Delhi within whose jurisdiction the registered office of Vinayana is situated.

10. Communication of Policy

- This policy will be made available on our website and at all branch offices.
- All employees of Vinayana will be trained on the grievance redressal process to ensure effective handling of customer complaints.

11. Policy Review and Amendments

This policy will be reviewed annually and amended as required to ensure compliance with regulatory requirements and best practices.

12. Conclusion

Vinayana is committed to maintaining the highest standards of customer service. We believe that an effective grievance redressal mechanism is essential to achieving this goal. We encourage our customers to provide feedback and suggestions to help us improve our services.

For any further queries or assistance, please contact our Customer Care Helpline at 1800 532 0162 or email us at support@vinayanafinance.com / info@vinayanafinance.com

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