

# ARTHASHASTRA EPAYLATER FINANCIAL PRIVATE LIMITED

(CIN:U65999HR2019PTC078016)

## GRIEVANCE REDRESSAL POLICY

(Reviewed and Approved by the Board as on 29/10/2020)

### Introduction

Arthashastra Epaylater Financial Private Limited ("AEFPL") as a service organization, imparting good customer service and enhancing level of customer satisfaction is our prime concern. Providing prompt and efficient service is essential to attract new customers, as well as to retain existing ones. We believe that increase in market share and building brand value is possible only by providing quality service in the shortest possible time ensuing prompt redressal of customer complaints and grievances.

The review mechanism for grievance redressal should help in identifying shortcomings in product features and service delivery.

This AEFPL grievance redressal policy aims at ensuing prompt redressal of customer complaints and grievances. It also deals with the issues relating to services provided by the outsourced agency.

Our policy on grievance redressal follows the under noted principles:

- Customers shall always be treated fairly
- Complaints raised by customers are dealt with courtesy and without undue delay.
- Grievances of pensioners, physically challenged and senior citizens are dealt with on priority basis.
- 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 the company to their complaints.
- All complaints to be dealt efficiently and fairly
- Our employees would work in good faith and without prejudice to the interest of the customers.

In order to make Grievance Redressal Mechanism more meaningful and effective, a structured system has been built up towards such an end. This system would ensure that the redressal sought is just and fair and is within the given framework of rules and regulation.

However in relation to grievance redressal procedures, we have a dedicated email id displayed on our website to lodge any grievance by any customer if they want to do so - [grievance@aefpl.in](mailto:grievance@aefpl.in)

**1.** A complaint is an expression of dissatisfaction made to an organization, related to its products, or services, or the complaints' handling process itself, where a response or resolution is explicitly or implicitly expected.

The reason for customer complaint can be divided into two main categories:

- The behavioural aspects in dealing with customers.
- Inadequacy of the working/operations or gaps in standards of services expected and actual services rendered.

The customer has a right to register his complaint if he is not satisfied with the services provided. There are four ways to lodge a complaint - in person, by telephone, by mail/post or by e-mail/internet. Complaints received through all these channels must be handled efficiently and swiftly. If customer's complaint is not resolved within the prescribed time frame or if he is not satisfied with the resolution provided by us, he can also approach the office of Non-Banking Ombudsman set up by RBI with his complaint.

## **2. Internal machinery to handle customer complaints/ grievances:**

### **2.1 Complaint Registration:**

A customer may lodge a complaint on phone, in writing or through electronic means, if he/she is not satisfied with the services provided by AEFPL.

Arrangements for receiving complaints and suggestions are given hereunder. Customer can also call through below mentioned help line numbers to register his/her complaint or he/she may further escalate concern as per matrix given in Annexure- Escalation Grid. Whenever a complaint call or mail is received, sender receives a response back within three working days acknowledging his/her complaint.

#### **Helpline Numbers are:**

You can reach out to our customer service center between 10:00 AM to 6:00 PM on 8100050505

Further whenever any complaint is received in the form of a hardcopy i.e. through any letter etc, same is recorded in a register. In all such cases, our representative calls/contact customer at the earliest to find out the exact nature of his/her complaint.

In relation to all complaints received through regulators, we record all such complaints in a complaint register. After receiving and recording such complaints our representatives contact clients and find out the facts of the complaint to resolve them on urgent basis.

### **2.3 Call Centre:**

Complaints can also be lodged at AEFPL's Call Centre on below mentioned numbers

#### **Helpline Numbers are:**

You can reach out to our customer service center between 10:00 AM to 6:00 PM on 8100050505

Whenever a complaint call is received, sender receives a reply confirming acknowledgement of his complaint.

### **2.4 Complaints through mail/e-mail:**

Customer can also submit complaint by post or through e-mail. Complaints received by e-mail shall be acknowledged by e-mail. Whenever a complaint call is received, sender receives a reply confirming acknowledgement of his complaint.

Complaints can also be lodged at AEFPL's e-mail id: grievanceofficer@aefpl.in

### **3. Resolution of Grievances:**

#### **3.1 Grievances relating to transactions /operations:**

Primarily, branch is responsible for the resolution of complaints/grievances in this category. Branch would be responsible for ensuring rectification of entry / transaction or satisfaction of customers. It is the foremost duty of the branch to see that the complaint is resolved to the customer's satisfaction and if he is not satisfied, then to provide him with alternate avenues to escalate the issue. In case, it is not getting resolved at branch level, they can refer the case to Head Office for guidance/resolution.

**3.2** In case customer is unhappy with the service or redressal provided by the AEFPL, he/she can also approach the office of Non-banking Ombudsman set up by RBI for redressal. The contact details are displayed at each branch.

**3.4** Any person who has a grievance against the Company on any one or more of the grounds mentioned in Clause 8 of the Ombudsman Scheme for NBFCs issued by RBI on February 23rd, 2018 (for details visit <https://rbidocs.rbi.org.in/rdocs/Content/PDFs/NBFC23022018.pdf>), may himself or through his authorised representative (other than an Advocate), make a complaint to the Ombudsman within whose jurisdiction the Branch/ Registered Office of the Company falls. The address and area of operation of Ombudsman is annexed to the policy and displayed at each branch.

#### **4. Time frame:**

AEFPL will endeavor to send an acknowledgement within three working days of receipt. Complaint should be resolved maximum within 30 working days from the date of receipt.

Time matrix for dealing complaint redress process with escalation matrix for various natures of complaints has been given in Annexure- Escalation Grid. Departments/officials dealing with the customer complaints are required to strictly adhere to the same.

Periodical MIS on complaint is generated and circulated amongst the senior officials of the Company for their knowledge and further instructions, if any.

### **5. Review Mechanism**

#### **5.1 Customer Service Review by Customers' Grievance / Risk Management Committee**

There is a specific service committee of the Management which periodically reviews major areas of customer grievances and measures taken to improve customer service.

The committee would also consider unresolved complaints/grievances and may offer its advice.

#### **5.2 Nodal Officer for the purpose of Grievances as per Ombudsman Scheme:**

Aggrieved customers can write directly to the Grievance Officer regarding their grievances at the following address:

To,

ePayLater, 91Springboard, 74 Technopark, 74/II,  
"C" Cross Road, MIDC Central Rd, opp. Gate No 2,  
Seepz, Andheri East, Mumbai,  
Maharashtra 400093

[grievanceofficer@aefpl.in](mailto:grievanceofficer@aefpl.in)

## **6. Mandatory Display Requirements:**

AEFPL provides:

- Appropriate arrangement for receiving complaints and suggestions.
- The name, address and contact number of Nodal Officer / Branch Heads.
- Code of AEFPL's commitments to customers/Fair Practice code.
- Salient features of Ombudsman Scheme and the name and contact details of the Ombudsman, who can be approached by the customer
- Display of comprehensive notice board/Booklet containing policies, documents advised by RBI and other authorities etc. relating to customer services for his/her information in Branches.

## **7. Interaction with customers:**

AEFPL recognizes that customer's expectation/requirement/ grievances can be better appreciated through personal interaction with customers by their staff. Many of the complaints arises on account of lack of awareness among customers about services offered and such interactions helps customers to avail such services and it reduces the no of queries/complaints at later stage.

## **8. Sensitizing operating staff for improvement in service & handling complaints:**

**8.1** Complaints occur very often due to lack of knowledge and awareness of the products and services. The Nodal Officer is required to give feedback on training needs of staff at various levels to the Central Training Centers.

**8.2** AEFPL deal with customers from different segments, which may give rise to difference of opinion and areas of friction. To deal with customers with a positive attitude and a customer friendly behavior, the selection of frontline staff should be carefully done. Imparting soft skills required for handling irate customers, should be an integral part of the training programs. It would be the responsibility of the Nodal Officer to ensure that the internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels.

## **ANNEXURE - Escalation Grid**

**FIRST LEVEL** - Customers are requested to visit, call or write to AEFPL

Name of Branch Head:

Contact details : Phone, email and full address:

Or send an email at [support@epaylater.in](mailto:support@epaylater.in)

**SECOND LEVEL** - If not attended within 7 working days, lodge a complaint through customer help line number mentioned below:

You can reach out to our customer service center between 10:00 PM to 6:00 PM on 8100050505

Or send an email at [grievanceofficer@aefpl.in](mailto:grievanceofficer@aefpl.in)

**THIRD LEVEL** - If the complaint is not resolved satisfactorily within 15 working days, customer can

contact our grievance officer, Jaya Sidwani at:

ePayLater, 91 Springboard, 74 Technopark, 74/II,  
"C" Cross Road, MIDC Central Rd, opp. Gate No 2, Seepz,  
Andheri East, Mumbai,  
Maharashtra 400093

**FOURTH LEVEL** - If the complaint is not redressed satisfactorily within 0 working days, customer may directly write to the office of Ombudsman of their respective region. Region wise contact details of Ombudsman are as under:

Reserve Bank of India

RBI Byculla Office Building

Opp. Mumbai Central Railway Station

Byculla,

Mumbai-400 008

STD Code: 022

Telephone No : 23028140

Fax No : 23022024

Email: [nbfcomumbai@rbi.org.in](mailto:nbfcomumbai@rbi.org.in)