

GRIEVANCE REDRESSAL POLICY

# ***AKASA FINANCE LIMITED***

## **INDEX**

<b>S.No.</b>	<b>Particulars</b>	<b>Page No.</b>
1.	Introduction	2
2.	Grievance Redressal Mechanism	2
3.	Escalation Matrix	3
4.	Process to handle Customer complaints	4
5.	Review of Policy	4



## GRIEVANCE REDRESSAL POLICY

### **1. Introduction:**

Customer service is extremely important for sustained business growth and as an organization we strive to ensure that our customers receive exemplary service across different touch points.

Customer complaints constitute an important voice of customer, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The Grievance Redressal Policy follows the following principles:

1. Customers are treated fairly at all times.
2. Complaints raised by customers are dealt with courtesy and in a timely manner.
3. Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
4. The employees work in good faith and without prejudice towards the interests of the customers.

### **2. Grievance Redressal Mechanism:**

At Akasa Finance Limited (*formerly known as Pooja Finelease Limited*) (the "Company"), customer Delight is our priority, and we are committed to providing our customers Best in Class Experience.

Whilst all efforts are made to give customers the best services to avoid any grievances the customers are intimated that they can record their grievances; if any; in writing or verbally.

The customer can approach the Customer Care Team to register a complaint through any of our service touch points given hereunder and expect a response within a defined time period (15 days) of complaint registration.

In case the customer does not receive a response within 15 days indicated below for each level or if the customer is dissatisfied with the response received from the Company, the customer may escalate the complaint to the next level as indicated below –

- ↗ Branch – Customers can visit our branches with details of their issues.
- ↗ Phone - Customer can call our dedicated Helpline number 011-45008000.
- ↗ Email - Customers can write to us at [customercare@akasafin.com](mailto:customercare@akasafin.com) for queries/complaints.
- ↗ Suggestion/Complaint Box – Suggestion/Complaint boxes are put up at all the branches of the Company. Customer can drop their Suggestion Complaints in these boxes. These boxes are opened on periodic intervals by the redressal team and forwarded to Principal Nodal Officer (PNO) for resolution.
- ↗ Letter – Customers can write to us at:

**AKASA FINANCE LIMITED**



**Registered Office:**

Plot No 2 Right Portion 1st Floor Municipal No-WZ-3  
DLF Industrial Area Moti Nagar Delhi 110015

or

**Corporate Office:**

Plot No. 56/6, Block-C, Sector-62, Noida,  
Gautam Buddha Nagar, Uttar Pradesh-201309

**3. Escalation Matrix:****Primary Level -**

If the customers are not satisfied with the resolution received from above channels, or if the customers do not hear from us in 15 days, customers can contact the Principal Nodal Officer (PNO) Team between 09:30 AM to 05:30 PM, Monday through Saturday as under: -

Level	Name	Designation	Phone No.	Email
1 <sup>st</sup> Level	Shweta	Senior Customer Care	011-45008000	customercare@akasafin.com
2 <sup>nd</sup> Level	Ritu Sharma	Senior Customer Care	011-45008000	customercare@akasafin.com

An assurance is given to the customer that the complaint will be responded to within 15 (fifteen) days and due efforts are made to resolve the complaint well before that.

**Secondary Level -**

If the customers are not satisfied with the resolution received or if the customer does not hear from us in 15 days, we request customers to write to our Principal Nodal Officer / Grievance Redressal Officer: -

Name of Grievance Redressal Officer (GRO) of the company	<b>Ms. Neha Sharma</b>
Contact No.	<b>+91-92667 30822</b>
Email Address	<b>companysecretary@akasafin.com</b>

**Third Level -**

If the customer is not satisfied with the resolution received or if the customer does not hear from us within 30 days, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or reach them on the dedicated e-mail id - [crpc@rbi.org.in](mailto:crpc@rbi.org.in) Or send complaint form (format available on the website under Ombudsman scheme 2021) to the Officer-in-Charge of the **Regional Office (RO)** of DNBS of RBI, under whose jurisdiction the registered office of the company **Akasa Finance Limited** falls: -

Name of Grievance Redressal Officer	General Manager Reserve Bank of India Department of Non-Banking Supervision
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	6, Parliament Street New Delhi-110001
Contact No.	011-23714456
Email Address	nfbcbnewdelhi@rbi.org.in dnbsnewdelhi@rbi.org.in

#### 4. Process to handle Customer complaints:

##### Resolution of Grievances –

At Akasa Finance Limited, we ensure timely resolution of grievances. The system captures the complaints; follows TATs on the basis of the nature of the query and escalates issues on the basis of predefined TATs and as per the escalation matrix.

On receipt of complaint, the Customer Care Team is responsible for resolution of complaints/ grievance to the customer's satisfaction. Every attempt is made to offer the customer suitable and appropriate alternative solutions wherever possible. However, if the customer continues to remain dissatisfied with the resolution, the customer can escalate the issue through the grievance redressal mechanism as referred to above.

##### Time frame -

Suitable timelines have been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the customers are informed of delays, if any, in the resolution.

When a Company rejects any complaints wholly or partly, all such complaints will be escalated to the Internal Ombudsman (IO) within 3 weeks of the receipt of the complaints.

The company and IO will ensure that the final decision is communicated to the complainant within 30 days from the date of receipt of the complaint by the Company.

##### Review and monitoring -

All complaint cases shall be reviewed on a quarterly basis by the Board of the Company. Periodic review of monitoring of complaints, TATs, nature of complaints is done to ensure that process loopholes if any are plugged and trends are checked.

#### 5. Review of Policy

The Company's Board of Directors has been entrusted with the responsibility of enforcement of this policy. They are hereby given absolute power to jointly or severally, make necessary changes, amendments or additions or removals for operational aspects of the policy within the overall spirit and guidance from time to time for reasons like process upgradation, regulatory changes, maintaining competitive edge or responding to changes in market or risk environment, etc. This Policy must be reviewed at least once in a financial year or at such intervals as may be deemed necessary by the Board of Directors.

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