

**Grievance Redressal Mechanism (GRM)**

The customer shall be informed of the customer complaint process/*Grievances Redressal Mechanism (GRM)* followed by **M/s Akasa finance Limited (formerly known as Pooja Finelease Limited)**. Such a mechanism should ensure that all disputes arising out of the decisions of lending institutions' functionaries are heard and disposed of at least at the next higher level. The Board of Directors should also provide for periodical review of the compliance of the Fair Practices Code and the functioning of the grievance redressal mechanism at various levels of management. All complaints received at the Customer Care level (written or through e-mail) shall be acknowledged and responded to within a period of 15 (fifteen) days from the date of receipt of the complaint.

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

The customer shall be entitled to approach the nodal officer and principal nodal officer for grievances including the borrowers, in connection with the any matter pertaining to business practices, lending decisions, credit management and recovery. The Nodal Officer / GRO shall examine the grievance and endeavor to resolve the same within 15 (fifteen) days from the date of escalation. If the matter is not resolved within given period or is not capable of being resolved, then the customer shall be informed appropriately at the earliest opportunity. All communication in relation to the GRM shall be in writing.

In this regard, the company has also set up a dedicated e-mail address: [customercare@akasafin.com](mailto:customercare@akasafin.com), where customers and other stakeholders including vendors can submit their grievances, complaints and suggestions.

The customers are requested to follow the aforementioned matrix to receive a satisfactory response from the company. All queries or complaints (Written / Email) received by the company will be responded to within the prescribed regulatory turn-around-time.

The name and contact details (*telephone and email address*) of the Grievance Redressal Officer (GRO) who can be approached by the public for resolution of complaints against the Company. The company has appointed the following official as **Grievance Redressal Officer (GRO)**:

Name of Grievance Redressal Officer (GRO) of the company	<b>Ms. Neha Sharma</b>
Contact No.	<b>+91-9266730822</b>
Email Address	<b>companysecretary@akasafin.com</b>

The name and contact details as mentioned below of Officer-in-Charge of the **Regional Office (RO)** of DNBS of RBI, under whose jurisdiction the registered office of the company **M/s Akasa Finance Limited** falls, if the complaint is not resolved within *prescribed time (30 days)*: -

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

