



# Grievance Redressal Policy

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### REGISTERED OFFICE ADDRESS

2<sup>ND</sup> & 3<sup>RD</sup> FLOOR, B-50, SAHAKAR MARG, LAL KOTHI SCHEME, JAIPUR, RAJASTHAN-302015

### CONTACT DETAILS

Email Id: [info@universalfingrowth.com](mailto:info@universalfingrowth.com), Phone No. 4910044/4901000

CIN: U65993RJ2015PTC048146

## 1. Introduction:

Universal Fingrowth Private Limited, a registered NBFC is dedicated to provide the highest quality of services to its clients. To accomplish this, we have started a dedicated Grievance Cell to timely and efficiently address the grievances of Customers, employees, investors and Third-Party Service Provider. We have developed the mechanism to solve the grievances on the priority basis within a prescribed time period.

## 2. Objective of the policy:

- ❖ To Prompt, excellent and efficient customer services and high-level customer satisfaction.
- ❖ To maintain the transparency with the clients
- ❖ To take appropriate actions and ensure that promises are kept
- ❖ To prevents minor disagreements developing into more serious disputes

## 3. Mechanism for complaints:

Complainant/concerned person can lodge his/her grievance through any of the following channel:

### ❖ *Through Grievance Redressal Officer/Nodal officer:*

- The concerned person may approach Grievance Redressal Officer of the Company for complaints relating to services offered by the company.
- The Grievance Redressal Officer will forward the complaints received by her to the concerned department of the company to which the complaint pertains for necessary action on the same, within a reasonable time.

### ❖ *Visit the nearest branch office of the company:*

The concerned person can visit the nearest branch office of the company and can submit the copy of compliant/grievance in hard copy within the working hours (i.e. 9.30 A.M.-6.30 P.M.) of the company and can post the complaint through courier with the full disclosures as required such as name, address and contact details of the person or can email the compliant with the full disclosures at the given mail id.

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#### 4. Resolution of grievances / complaints:

The procedure for addressing grievances is as follows:

- ❖ The Complaints should be registered in the Grievance Register maintained electronically at corporate office and / or physically at every office, and shall include full details of the complainant (name, address and contact details), date of receipt, fact of the complaint etc.
- ❖ After receiving the complaint, the Nodal Officer shall forward the complaint to the concerned department head to which the grievance pertains to provide solution/reply of the same.
- ❖ The concerned department head shall resolve the complaint within 15 working days of receiving the complaint and report to the Nodal officer.
- ❖ Thereafter the nodal officer shall provide resolution to the complainant within 30 working days of receiving the complaint. If more than 30 working days is taken to resolve the complaint than the nodal officer shall provide the resolution stating reason of delay also.

#### Grievance Redressal Officer/Nodal officer:

**Name:** Mrs. Nidhi Khanna

**Designation:** Grievance redressal officer/Nodal Officer

**Office address:** 2<sup>nd</sup> & 3<sup>rd</sup> Floor, B-50, Sahakar Marg,  
Lal Kothi Scheme, Jaipur, Rajasthan-302015

**Email Id:** [nidhi.khanna@universalfingrowth.com](mailto:nidhi.khanna@universalfingrowth.com)

**Contact No:** 0141-4910044/4901000

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