



RICAVI FINANCE LIMITED
Formerly Known As Avisa Finance Limited

GRIEVANCE REDRESSAL POLICY

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Summary of the Policy:

This Policy works as a guideline for handling and redressing the complaints/ grievances if any raised by customers in a time-bound manner in compliance with the Directions issued by our Regulator.

The Grievance Redressal Mechanism under this Policy will also deal with the issue relating to services provided by the outsourced agencies engaged by Ricavi Finance Limited (“RFL / Company”).

Objective:

Providing excellent customer service on a regular and consistent basis is a critical concern for the organization’s sustained growth. Handling Complaints and Grievances is an important activity of any customer-facing organization.

At the same time, RFL believes that quick and effective handling of complaints as well as prompt corrective & and preventive actions to improve product features and processes are essential to providing excellent customer service to all segments of customers.

This document formalizes an effective and suitable mechanism for receiving and addressing complaints from customers with a specific emphasis on resolving such complaints fairly and expeditiously regardless of the sources of the complaints.

The objective of this policy document is to ensure that all issues raised by customers are dealt with courtesy and resolved on time. The company will treat all complaints efficiently and fairly without bias at all times.

Scope:

The processes contained in this policy apply to all branches/offices of RFL across the State try and to all activities where there is an interaction with customers.

The policy contains two sections:

- I. Capturing customer grievances
- II. Customer grievance redressal guidelines

Section I- Capturing Customer Grievances

The company endeavors to ensure customer satisfaction by following standard norms and practices, so that complaints from customers are minimized. The various modes through which customer complaints can be captured are:

- Customer Walk -in at a Branch/Office
- E-Mail
- Calling
- Letter

Further, the complaints and Grievances as raised by the customer are updated and monitored. Multiple support channels are available, including email and phone, to help the customers through their preferred communication method.

Section II – Customer Grievance Redressal Guidelines

All the complaints lodged must be efficiently and effectively resolved within the specified TAT.

REDRESSAL OF CUSTOMER GRIEVANCES

Dear Customers,

You may log in your complaint relating to services provided by RFL as under:

1. Walk in at the Branch/Office or
2. Call number at 079- 48404999 OR 079-48407999
3. Send email to info@ricavifinance.com
4. Send a Letter addressed to the respective Branch Charge/Branch Manager

In case the complaint is not resolved within 30 working days, you can escalate the same as under:



1: Grievance Redressal Officer (GRO)

| Name & Address | Email | Contact Number |
|--|------------------------|--|
| Grievance Redressal officer Mr. Kiran Desai Ricavi Finance Limited 801-802 Arista Business Space Sindhu Bhavan Bodakdev, Ahmedabad - 380054, Gujarat. | info@ricavifinance.com | 9173809830 or 079-48404999/7999 Timings: 10:00 AM to 05:00 PM (Monday to Friday) |

Our Grievance Redressal Officer will endeavor to resolve the issue to the complainant’s satisfaction within 30 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond with detailed reasons.