

**WEST END INVESTMENT & FINANCE CONSULTANCY PRIVATE LIMITED
(WEIFCPL)**

“GRIEVANCE REDRESSAL POLICY”

Approval Date: 21st February, 2017

Review Date: 04th November, 2020

Review : 04th September, 2023

1. Introduction:

Grievance Redressal is extremely important for sustained business growth and as an organization we at, **WEIFCPL** strive to ensure that we address all stakeholders within time and establish ourselves as an exemplary organization.

Stakeholders complaints constitute an important voice of various interested parties, 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:

- a) Stakeholders are treated fairly at all times
- b) Complaints raised by various stakeholders are dealt with courtesy and resolved in a timely manner
- c) Stakeholders are informed of avenues to escalate their complaints within the Company, and their rights if they are not satisfied with the resolutions of their complaints.
- d) The employees work in good faith and without prejudice, towards the interests of the stakeholders

2. Grievance Redressal Mechanism:

At WEIFCPL, we are committed to provide our various stakeholders a structured grievance redressal framework. Whilst all efforts are taken to give them the best system to avoid any grievances the stakeholders are intimated that they can record their grievances; if any; in writing or verbally.

3. Escalation Matrix:

The stakeholder may escalate the complaint to the levels as indicated below:

Primary Level-

- **Phone:** They can call the on our number 022- 40851000/ 22623000 between 10:30 to 18:00 Monday to Friday, except public holidays.
- **Email:** They can write to the Grievance Redressal Officer at **pooja.westend@gmail.com**
- **Direct:** They can visit our office and handover a complaint letter.
- **Letter:** They can write to us at:

Ms. Pooja Kunwar
(Grievance Redressal Officer),
West End Investment & Finance Consultancy Pvt. Ltd.
38, 2nd Floor, Bombay Mutual Building, Dr. D. N. Road,
Fort, Mumbai- 400001

Secondary Level-

If the stakeholder is not satisfied with the resolution received from above channel, or if the stakeholder does not hear from us in 15 days, the stakeholder can write to:

Mr. Pankaj Kumar Gupta

Chairman

West End Investment & Finance Consultancy Pvt. Ltd.

38, 2nd Floor, Bombay Mutual Building, Dr. D. N. Road, Fort, Mumbai- 400001

Stakeholders are required to provide the reference of the earlier complaints made. An assurance is given to the stakeholder that he would receive a response within 30 business days and due efforts will be taken to resolve the complaint well before that.

In case the stakeholder does not receive a response within the number of days indicated or if the stakeholder is dissatisfied with the response received from the Company, he/ she may write to:

Department of Non-Banking Supervision,

Reserve Bank of India,

3rd Floor,

Byculla,

Mumbai – 400 008.

This Grievance Redressal machinery will also deal with complaints pertaining to outsourced activities of WEIFCPL, if any.

Note:**Applicability of policy to eligible borrowers under ex- gratia refund**

This policy/mechanism is prepared in accordance with the guidelines/directions issued by the Reserve Bank of India (RBI). The policy/mechanism also stands to be applicable to all the eligible borrowers under the **Scheme for grant of ex-gratia payment of difference between compound interest and simple interest for six months to borrowers in specified loan accounts (1.3.2020 to 31.8.2020)** issued by the Government of India vide circular number F.No.2/12/2020-BOA.I on 23rd October, 2020, which was further supplemented by Reserve Bank of India Notification No. RBI/2020-21/61 DOR.No.BP.BC.26/21.04.048/2020-21 dated October 26, 2020.