



**MONEYBOXX FINANCE LIMITED**

(Formerly Dhanuka Commercial Limited)

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# **Grievance Redressal Policy/Mechanism Version-1**

## **Introduction:**

Customer service is extremely important for sustained business growth and as an organisation customer complaint constitute an important voice of customer. Complaints arise because there is a gap between the service level expected by the customer and the level at which the customer perceives the service that is being provided. Since we offer unsecured loans and work in Tier 2 and Tier 3 cities so our grievance redressal policy should be simple and understandable to the customer base that we are catering to.

The grievance redressal policy follows the following principles:

1. All customers are treated fairly.
2. All the complaints raised by the customers are recorded and are dealt in a timely manner in a well-defined Turnaround time (TAT).
3. Vernacular freedom should be given to the customer so that he does not faces any problem in lodging the complaint.

## **Regulatory Requirements:**

The Reserve Bank vide its circular dated September 28, 2016, including amendments thereto issued guidelines on Fair Practices Code (FPC) to be adopted by all NBFCs while doing lending business and to formulate a Customer Grievance Redressal Policy as duly approved by the Board. Moneyboxx Finance has a Board approved grievance redressal process within the organization. Such a mechanism ensures that all disputes arising out of the decisions of lending institution's functionaries are heard and disposed of at least at the next higher level.

## **Principles of Grievance Redressal Mechanism:**

1. Our customers will be provided with information on how to raise their grievances at our office over phone and via email and on our website.
2. The process to raise a complaint / escalation / grievance would involve only relevant investigative questions without any kind of hassle to the customer.
3. Resolutions would follow the simple principle of ensuring an effective resolution. The responses would be always consistent with RBI guidelines as applicable to reduce customer grievances.
4. We always remain quick and consistent in providing necessary information or process requested by the customer.

## **Framework for Complaint Management:**

**Step 1: Recording of the complaint**

**Step 2: Routing of the complaint and escalation matrix**

### **Step 3: Review and Monitoring**

All the complaints should be handled responsively and prompt and effective solution to the customer should be provided.

The work practices should be standardized so that the similar complaints can be minimised.

#### **Step 1: Recording of the complaint:**

The customer can record the complaints through any of the touch points. The various touch points are:

- Customer coming to branch and dropping complaints in the complaint box, call to the branch staff or the branch manager
- Customer can write his/her concern to [customer.complaints@moneyboxxfinance.com](mailto:customer.complaints@moneyboxxfinance.com)
- Interaction by Loan Relationship Officer (LRO) with the customer
- Interaction of the branch staff with the customer

#### **Channels of Complaints:**

Customer complaints can be received through calls or customer visit to the branch.

- **Call:** The customer can route the complaint to the employees who further should inform the complaints to the respective branch manager or the customer can directly contact the branch manager Or the customers can directly call on 022-68290000 to route their complaints from Monday to Friday from 9:30 am to 6:00 pm.
- **Customer Visit:** There should be a complaint box at every branch where the customer can give the complaint in writing and branch manager should be allowed to read the complaints in the complaint box where at the end of every-day he can scan all the complaints and solve them at his end.
- **Email:** An email id [customer.complaints@moneyboxxfinance.com](mailto:customer.complaints@moneyboxxfinance.com) should be displayed at all the branches and should be informed to the customers where they can directly lodge their complaints.

#### **Step 2: Routing of Complaint and complaint escalation:**

**Level 1:** All the complaints should be routed to the branch manager of the respective branch whatsoever be the source of recording the complaint. The branch manager should solve the complaint on his end within a time of 10 working days from the date of lodging of the complaint and should mail all the complaints to [customer.complaints@moneyboxxfinance.com](mailto:customer.complaints@moneyboxxfinance.com) daily at the end of the day.

**Level 2:** The complaints that remain unsolved at the end of 10 working days should be routed to the Grievance Redressal Officer of the Company would take another 10 working days to resolve the issue.

**Level 3:** The complaints that remain unsolved at the Grievance Redressal Officer should be routed directly to the CEO.

The names and phone numbers of the Branch Manager, the Grievance Redressal Officer should be displayed on the branch notice board.

**Level 4:** If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI, under whose jurisdiction the registered office of Moneyboxx Finance falls.

Department of Non-Banking  
Supervision, Reserve Bank of India,  
email id- [dnbsnewdelhi@rbi.org.in](mailto:dnbsnewdelhi@rbi.org.in)  
Contact No 011- 23714456\_

**Step 3: Review and Monitoring:**

A monthly MIS of complaints should be maintained by all the branch managers with the LAN ID, Name, Segment of the customer and the complaint that he made and the status of the complaint and it should be submitted fortnightly to the designated Grievance Redressal Officer.

Further, Grievance Redressal officer prepare a consolidated report on

Compliance of the Fair Practice Code and the functioning of the Grievance Redressal Mechanism and shall submit to the Board at every quarter.