



VARTHANA FINANCE PRIVATE LIMITED

Customer Grievance Redressal Policy
BR25
Varthana Finance Private Limited

Registered Office:

Varasiddhi, 3rd Floor, 5 BC-110 Service Road, 3rd Block, HRBR Layout, Bangalore - 560 043

☎ 080-68455777 | ✉ care@varthana.com | 🌐 www.varthana.com

CIN: U65923KA1984PTC096528





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VARTHANA FINANCE PRIVATE LIMITED

INTRODUCTION

Varthana Finance Private Limited (Formerly Thirumeni Finance Private Limited) (**the Company / Varthana**) deeply believes and strives for customer satisfaction and customer service, which is extremely important for sustained business growth of an organisation. Prompt, excellent and efficient customer services and high-level customer satisfaction are the prime objectives of the Company. Customer complaints constitute an important voice of customer and this document aims to describe internal policy for handling customer complaints, describes various channels for lodging the complaint, obtaining solutions from the concerned department and responding customers with the solution within the committed time period. 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:

- Customers are treated fairly at all times
- Complaints raised by customers are dealt with courtesy and in a timely manner
- Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- The employees work in good faith and without prejudice, towards the interests of the customers.

This Customer Grievance Redressal Policy has been prepared by the Company in line with the RBI Integrated Ombudsman Scheme, Nov 2021 and RBI advisory Mar 13, 2025

In order to comply with the RBI advisory dated Mar 13, 2025, for redressing customer complaints the following measures are put in place to ensure the conduct analysis of complaints and undertake corrective/remedial actions have been initiated.

1. To place a statement of complaints before Board / Customer Service Committees of the Board along with an analysis of the complaints received. viz.,
 - Define customer service areas in which the complaints are frequently received.
 - To identify frequent sources of complaints.
 - To identify systemic deficiencies.
 - To initiate appropriate action to make the grievance redressal mechanism more effective.
 - Top Management may select 20 random complaints for review at periodic intervals.

Further statements of complaints received and resolved from all the sources including CPGRAMS, CIMS, and from all other sources are analysed. Also, the statement to include TAT, time lines exceeded whether regulatory or internal, appeals etc., be recorded.

“Customer Complaint” Means an expression of dissatisfaction or resentment either in the form of a representation or allegation made in writing or through electronic means containing a grievance alleging deficiency in services, products, policies of the Company.

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PROCEDURE FOR REGISTERING CUSTOMER COMPLAINT

If a Customer feels that we have fallen short of our promise, we assure them that we will provide a timely and complete resolution of the complaint to their satisfaction. Our Customers can follow the steps mentioned below to register their complaint.

Level 1: A Customer can submit the complaint at any of the **Customer touch-points** mentioned below.

- Contact the Branch Manager
- Call our Customer Helpline 080-68455777
- Email us at care@varthana.com
- Post the complaint to Varthana Finance Pvt Ltd, Varasiddhi, 3rd Floor, No. 5BC-110 Service Road, 3rd Block HRBR Layout, Bengaluru, 560 043, Karnataka, India

The complaint will be resolved in 15 working days from the receipt of the complaint. Critical complaints will be taken up separately. Head - CX will have the power to assign a 'critical' tag to a complaint and get it resolved in the shortest reasonable time.

Level 2: If there is a delay in the resolution of the complaint or the Customer is not satisfied with the resolution provided on the complaint, he/she may choose to write to our **Grievance Redressal cum Nodal Officer** whose details are mentioned below. The grievance will be resolved in 21 working days from the receipt of the complaint.

- Name – Mr. Chandra Kumar CS
- Telephone Number - 080-68455777
- Email ID – grievance@varthana.com
- Address - Varthana Finance Pvt. Ltd., Varasiddhi, 3rd Floor, No. 5BC-110 Service Road, 3rd Block HRBR Layout, Bengaluru, 560 043, Karnataka, India

Level 3: If Customer is not satisfied with the resolution provided at Level 2, he/she may choose to escalate the complaint to our **Principal Officer** whose details are mentioned below. The grievance will be resolved in 30 working days from the receipt of the complaint.

- Name – Mr. Brajesh Mishra
- Telephone Number - 080-68455777
- Email ID – nodalofficer@varthana.com
- Address - Varthana Finance Pvt. Ltd., Varasiddhi, 3rd Floor, No. 5BC-110 Service Road, 3rd Block HRBR Layout, Bengaluru, 560 043, Karnataka, India

Level 4: If Customer has not received any response within 30 days from us or he/she is not satisfied with the resolution of the complaint, he/she may choose to write to the **RBI Ombudsman** through any of the touch-points mentioned below.

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- Online Complaint Management System at <https://cms.rbi.org.in>
- Email to Centralized Receipt and Processing Centre (CRPC) at crpc@rbi.org.in
- Post the complaint to Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017

SUPERVISION

Customer Grievance & Redressal Committee:

The Board of Directors of the Company has constituted the Customer's Grievance & Redressal Committee ("CGR Committee") vide Board meeting held on February 06, 2019 in line with the RBI guidelines. The Committee is a sub-Committee of the Risk Management Committee of the Company.

The **CGR Committee** consisting of following members shall be responsible for ensuring maintenance, tracking and resolving of all customer complaints received by the Company in line with this Policy.

1. Chandra Kumar CS - Head, Customer Experience
2. Vinayagam P - Head, Operations
3. Brajesh Mishra - Wholetime Director
4. Steven Hardgrave - Wholetime Director
5. Sivaram Raja, CCO

The frequency of holding the meetings will be quarterly once or as and when needed depending upon the necessity. The minimum quorum is three members. One Wholetime Director and Head Customer Experience presence is mandatory.

The Risk Management Committee of the Company will take note and review the discussion of the CGR Committee on quarterly basis.

All the complaints received by the Company shall be recorded and tracked for end-to-end resolution. Further the summary of the customer grievance report along with its Status Report indicating the actions taken for resolution of the complaints, shall be placed before the Board of Directors at least once in a year.

APPROVAL/REVIEW

The Risk Management Committee will review on a periodic basis or at least once a year the policy and suggest changes, if and when required. The Board in turn will consider the same on the basis of recommendations so received.

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VERSION CONTROL

Version	Particulars of Creation / Revisions	Risk Management Committee Approval Date	Board Adoption date
Version 1.0	Customer Grievance Redressal Policy – Original	August 14, 2019	August 14, 2019
Version 1.1	Updation of designation, Addition of Telephone No & addition of member to Committee	May 26, 2020	May 27, 2020
Version 1.2	Updation with respect to “RBI - Integrated Ombudsman Scheme, Nov 2021”	February 15, 2022	February 16, 2022
Version 1.2	Annual Review-No changes	May 17, 2022	May 18, 2022
Version BR23	Annual Review - Changes in CGR committee members and formatting changes	May 16, 2023	May 17, 2023
Version BR24	No Change	May 14, 2024	May 15, 2024
Version BR25	Changes based on RBI advisory 13th March 25.	May 14, 2025	May 14, 2025

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