



UC Inclusive Credit Private Limited (UCIC)

Client Grievance

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Introduction

Customer satisfaction is necessary for consistent business growth and success of any organization. This is also necessary towards widening the customer base and retaining of existing customers. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping identification of shortcomings in product features and service delivery. UCIC aims to satisfy its customers and delight them with its services. The aim of the policy is to design an effective customer redressal system.

Objective

- To provide timely resolution/solution to issues/complaints of the customer to make them satisfied and ensure long term association with them.
- To comply with Fair Practices Code set out by regulator, self-regulatory organization and UCIC Code of Conduct so that the clients are protected against, fraud, deception, or unethical practices.

Nature of Grievance

Fair Practices

Issue related to regulatory compliances, protection of clients against Fraud by staff, Misinterpretation, Deception and Unethical Practices (including staff asking for commission, bribe, undue favours etc.). Also maintaining clients' Dignity/confidentiality/Privacy.

Service Delay

Issue relating to documentation like, sending duplicate copies/photocopies of documents entered into with Customers, balance confirmation certificates, loan closed but No-Dues Certificate (NDC) not provided after request, No Objection Certificate (NOC) for further equity infusion/change in constitution documents/availing of further debt facilities within reasonable timeline , Loan performance and closure not periodically and correctly updated in CIBIL, statement of accounts, TDS/GST issues, release of collateral etc. within reasonable timeline.

Others

Any other Issue not falling in above mentioned categories.

Mode of Compliant

Customers can give their complaints in writing, e-mail – compliance@ucinclusive.com with a copy to MD at aray@ucinclusive.com. Customers can write to UCIC at its registered office viz. "Kaiser-e-Hind, 3rd Floor, 9/3, Richmond Road, Bangalore 560025". Customers can also register their grievances by submitting a duly filed in 'Grievance Redressal Form' as specified in Annexure I to this policy.

Review and Reporting of Complaint

The Grievance Redressal Officer (GRO) or any duly authorised/designated person in the absence of GRO, shall maintain all the documents and records of all the complaints received, resolved, and pending. It will be the duty of the respective person to update the data and records on regular basis.

It shall be the responsibility of the Head of Credit/ Operations to review the status of complaints on quarterly basis and shall take requisite actions for the closure of complaints, in case of any pendency.

A proper escalation mechanism will also be implemented to ensure redressal of grievances. Quarterly and annual reports on grievances received, redressed, and pending (along with reasons for pendency) shall be submitted to the Nomination and Remuneration Committee (NRC)/ Board. Further, any fraud committed by a borrower company, even not pertaining to their business relation with UCIC, will be intimated to the Board.

Escalation Mechanism Table

Designation	Timeline
Relationship Manager (RM)	5 working days
Reporting Officer of RM	3 Working days
Head of Credit & Operations	2 Working days
MD	2 Working days

Severity Levels and Timelines

Issues Related to Fair Practices

The Grievance Redressal Officer (GRO) or any duly authorised/designated person in the absence of GRO should intimate and ensure immediate escalation to Nomination and Remuneration Committee (NRC) in case of issues related to Fraud by staff. Subject to availability, NRC will call for a meeting at the earliest within three days from the date of intimation by the GRO regarding discussion on a complaint, to discuss the grievance. The quorum for this meeting shall include the presence of the GRO, the NRC members and employee concerned, if any. The discussion, which shall include due deliberations with the concerned aggrieved party, shall be minuted and the NRC will provide a written response, generally within five (5) business days on addressing the concerns of the aggrieved party or if it is necessary it may seek further information and request for another meeting before taking a final decision. If, after investigation, it is discovered that an employee has committed fraud as claimed by client then such employee will be dismissed without issuance of show-cause notice. Any decision to dismiss will be taken by the employer only after full investigation. If there is prima-facie, but inconclusive, evidence, the concerned employee will be issued show-cause notice and if necessary, placed under suspension, till the investigation is completed.

In case of any other issues with related to Fair Practices then it is responsibility of Grievance Redressal Officer or any duly authorised/designated person in the absence of GRO to escalate it to MD and CEO, and to revert to client within Fourteen (14) business days from the date of submission of complaint/necessary evidence Any grievance related to the GRO or any member of the Nomination and Remuneration Committee, shall be addressed to the remaining members of NRC.

The Nomination and Remuneration Committee will consist of

- Mr. Narayan Ramachandran – Chairman
- Mr. Kripakaran Suryanarayanan – Observer to the Board
- Mr. Eric Savage – Observer to the Board

Issues Related to Service

In case of any service related or other issues then its responsibility of Grievance Redressal Officer or any duly authorised/designated person in the absence of GRO to pass on the same to respective department and to revert to client within Five (5) business days from formal submission of complaint/grievance.

Annexure 1: Grievance Redressal Form

UCIC Grievance / Complaint Form

Date:

Name of Entity:

Loan Account No (If Any):

Address:

Contact Person:

Contact Number:

Details of Previous Complaint (If Any)

Details of Grievance / Complaint

Signature of Customer

(With Company Seal and Sign)

Signatory Name: