

GRIEVANCE REDRESSAL POLICY

Mechanism

Formulated as per the guidelines issued by Reserve Bank Of India, the Grievance Redressal Mechanism ('policy') aims at reducing instances of customer complaints by ensuring proper and timely resolution of customer requirements as well as a pro-active approach towards providing information related to loans.

The policy revolves around following principles:

1. To be driven by the needs of customers and strive to exceed customer expectations every time
2. Strive to provide relevant information to each customer up-front
3. Strive to treat all customers efficiently, fairly, and transparently
4. Resolve all customer complaints in line with the laws of the land and ensure that the complaints are dealt with in a courteous manner
5. Widely publicize avenues where the customers could escalate their complaints including to the Reserve Bank Of India.

Mandatory Requirements:

1. JBFC will have customer complaints register in all branches where customers can personally record their complaint along with handing over any letter to the branch; customers can also give a service request verbally to the branch wherein the branch, depending upon the nature of request will either resolve it locally or seek assistance from central customer support cell lead by Head of Credit and Service - all complaints recorded in the complaint register will be reported monthly to the central customer service cell along with their resolution status.
2. JBFC will have a central customer service helpline which will be available to the customers and branch during normal working hours. The contact number of the helpline will be carried in all application forms as well as be displayed prominently in all the branches. Whenever any call is received by the helpline, a complaint number will be provided to the customer immediately.
3. We will have a centralized customer grievance redressal cell which will keep a record of all customer complaints and track resolution. The data maintained by this cell will be periodically reviewed by the Committee and/or the Board of Directors to ascertain standards of customer grievance resolutions.
4. All our employees will follow the employment guidelines including a standard code of conduct; any unbecoming conduct on the part of employees can also be reported in the branches or on the helpline
5. We shall prominently display contact details of the Reserve Bank Of India consumer grievance redressal cell, as mentioned hereinafter, in its branches to ensure customers can contact RBI directly in the event they are not satisfied with the service provided by JBFC

Resolution of Grievances:

1. Generally, a time limit of 30 days will be given to the customers for lodging the complaints/grievances with JBFC. Time limit of 30 days can be extended if the customer has sufficient cause for not lodging his/her complaint within 30 days period



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2. It will be the endeavor of the branch staff to resolve all complaints at the branch itself since we operate in a completely de-centralized manner through widely dispersed branches
3. Any complaints which cannot be resolved at the branches will be referred to a central grievance redressal cell who will collate all such complaints received at the branches as well as on the helpline and will ensure fair resolutions in a time bound manner.
4. All customers will be provided with a complaint number for easy reference as and when they have to follow up on their complaint
5. JBFC will endeavor to resolve all complaints in a reasonable time period and will regularly monitor the pending cases at a senior level

If the customer complaint is not resolved within 7 working days, they can send an email to wecare@jbfc.in, which shall be resolved within days not exceeding 30 days.

Principal Officer:

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