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# **Grievance Redressal Policy**

**Version: 2.0, Date Last reviewed: 3rd April 2023**

## Revision History

<b>Date</b>	<b>Description</b>	<b>Reviewer</b>
9th February 2023	Introduction of Grievance Redressal Policy	Legal Team
3rd April 2023	Addition of Grievance Redressal Officer Details	Legal Team

## Approval History

<b>Date</b>	<b>Approval</b>	<b>Title</b>
3rd April 2023	CEO and Co-Founder	Mr Rishabh Goel
3rd April 2023	COO and Co-Founder	Mr Mayank Khera
3rd April 2023	CTO and Co-Founder	Mr Anand Agrawal

# **CLIENT GRIEVANCE REDRESSAL POLICY**

**Version: 1.0, Date Last reviewed: 9th February 2023**

## **Objective**

As a responsible organization, Analog Legalhub Technology Solutions Private Limited (“Company”/ “Credgenics”) has created the grievance redressal Policy to explain the framework for minimizing and resolving instances of customer grievances through proper redressal mechanisms.

The Company’s Grievance Redressal Policy fulfills the following principles:

- Customers shall always be treated fairly.
- Customer Complaints will be dealt with, with respect and resolved timely.
- All complaints will be dealt with efficiently and equitably.
- The company would work with good trust and without any bias toward the customers' interests.

## **Scope**

To make the Company’s redressal mechanism more effective, a structured flow has been built catering to all the services and products provided by Credgenics, its Subsidiaries, Business Partners, and Associates, including Business Correspondents or any other outsourced services, to provide prompt and timely redressal to the customer's grievance.

## **Grievance Redressal Mechanism**

In case of any grievance, customers can intimate and record their complaints/ grievances for a resolution by writing an email/sending a formal complaint to our Grievance Redressal Officer:

**Akbar Ali , Manager - Training & Quality**

**Contact No.: +91-9871840159**

**Email ID: akbar.ali01@credgenics.com**

**Address: Credgenics, 1st Floor, Majestic Omnia,  
Sector 4, near HDFC Corporate Building, Noida, Uttar  
Pradesh 201301**



You can also send an email to [support@credgenics.com](mailto:support@credgenics.com) and mentioning ‘Grievance’ in the subject line.

### **Escalation Chart**

To effectively understand and address customer grievances, the Company shall open multiple communication channels and a three-tier escalation matrix for grievance resolution.

<b>Level</b>	<b>Name</b>	<b>Designation</b>	<b>Email ID</b>	<b>Escalation TAT</b>
Level 1	Sunny Mittal, Sunaina Mehrotra	Associate Director	<a href="mailto:sunaina.mehrotra@credgenics.com">sunaina.mehrotra@credgenics.com</a> <a href="mailto:sunny.mittal@credgenics.com">sunny.mittal@credgenics.com</a>	Within 72 hrs from receipt of grievance
Level 2	Vivek Mehta	Head - Customer Support	<a href="mailto:vivek.mehta@credgenics.com">vivek.mehta@credgenics.com</a>	Beyond 3 days (72 hrs) – 15 days from the date of receipt of the grievance
Level 3	Rishabh Goel	CEO and Co-Founder	<a href="mailto:rishabh@credgenics.com">rishabh@credgenics.com</a>	Beyond 15 days from the date of receipt of the grievance



## **Grievance Resolution Time**

Credgenics shall strive to resolve all customer grievances at the earliest, with the timelines indicated below being the maximum time for resolution

1. General complaints: 3 to 14 working days.
2. Outsourced Activity: 21 days.
3. Fraud cases, legal cases and cases requiring retrieval of documents and records > 3 months old: 30 working days.
4. Cases involving the third party: 30 working days.
5. Data Privacy cases: 30 working days.

## **Revision and Review**

This Policy will be subject to an annual internal review, or as and when required, by the support team (“Administrator of the policy”). The team shall amend/modify the terms and conditions of the policy including but not limited to scope, and escalation level.

## **Note**

A Grievance will be treated as redressed or closed where the complainant has communicated his acceptance of the company’s decision on redressal of the grievance communicated to her/him. This is also applicable for cases where the complainant has not shared his acceptance of the company’s decision, within 7 days from the date of communication of the decision by Level 1 or Level 2 or Level 3.