

Alpha Alternatives Financial Services Private Limited

Grievance Redressal Policy-2025

Version 3.0

Reviewed Date: January 23, 2025

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## **1.Introduction**

This policy has been formulated to provide efficient customer services and to effectively redress customer grievances, if any in a time-bound manner. The Grievance Redressal Officer (GRO) is designated as the nodal officer, for the purpose of ensuring provision of prompt and effective services to customers.

## **2. Grievance Redressal Process**

- (i) The email of the GRO for registering complaints/grievances has been displayed on the AAFSPL's website. Emails received on the above ID are being accessed by the GRO.
- (ii) The grievances/complaints received are recorded in the Grievance Receipt Disposal Register maintained in the system with the details like date of receipt of the complaint/grievance, complainant details, date of the response, summary of the response provided.
- (iii) The efforts shall be made to address the issue reflected in grievance/complaint within 15-20 days.
- (iv) All communications with complainant shall be done through the GRO, only with reference to the original complaint receipt email / letter.
- (v) All the communication with customer by AAFSPL shall have the contact details (telephone no., email, and address)
- (vi) Updated MIS of grievances received, resolved and outstanding shall be maintained.
- (vii) Quarterly status on complaint received and disposal shall be placed before the Board.

## **3. Internal Escalation of the Complaint**

- (i) Any complaint that is partly or wholly rejected by the AAFSPL shall be automatically escalated to the Internal Ombudsman (IO) within 20 days of receipt of the complaint. The IO is required to dispose of the case within a period of 10 days from the date of escalation.
- (ii) Upon resolution of the complaint, the IO's decision shall be communicated to the complainant within 30 days from the date of receipt of complaint by the company.

#### 4. Escalation Matrix

<b>Level 1</b>	Mr Sundaram Goswami Grievance Redressal Officer Alpha Alternatives Financial Services Private Limited (AAFSPL) 33 <sup>th</sup> Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai-400 013 India Ph: +91 22 6145 8900 Email ID: <a href="mailto:cs@alt-alpha.com">cs@alt-alpha.com</a>
<b>Level 2</b>	Mr K. Sreenivasa Rao Internal Ombudsman (IO) Alpha Alternatives Financial Services Private Limited (AAFSPL) 33 <sup>th</sup> Floor, Sunshine Tower, Senapati Bapat Marg, Dadar West, Mumbai-400 013 India Ph: +91 22 6145 8900 Email ID: <a href="mailto:io@alt-alpha.com">io@alt-alpha.com</a>
<b>Level 3</b>	(i) CMS portal of RBI at <a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a> , or (ii) The RBI Ombudsman Office, Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh- 60017.

#### 5. Communication with the Complainant

In the communication to the customer, he/she shall be advised that case of a non-satisfactory response from AAFSPL and the IO, to file the complaint through any of the following methods:

- (i) Online, on CMS portal of RBI at <https://cms.rbi.org.in>.
- (ii) Through letter/post in the prescribed format to The RBI Ombudsman Office, Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017.

#### 6. Analysis of the pattern of Complaints

The IO shall analyse the pattern of the complaints viz., product-wise, category-wise, consumer group-wise, geographical location-wise, etc., of the complaints received against the NBFC, on a quarterly basis and provide his inputs to the NBFC for policy intervention.

#### 7. Review of the Policy

The Board shall review the policy on an annual basis, or more frequently, keeping in view the changes in regulations.