

VARAM CAPITAL PRIVATE LIMITED

Member Grievance System

Types of Issues:

1. Staff conduct / behaviour related
2. Loan application / Loan terms and conditions related
3. Cross sell Product related – Service / Issuance
4. Disbursement related
5. Repayment related
6. Feedback about centre meeting / other members of the centre
7. Query
8. Suggestion / Feedback
9. Others

Phone number: +91- 9025912600 / 044 65150015 (Between 10 am and 5 pm), Calls *whichever has been missed during closed timings or during some other calls, would be called back by the Call centre.*

Grievances call received are recorded on daily basis in Single Window Digital front CMS software at HO level & at the branch level. The HO level calls get assigned to various stakeholders for appropriate actions.

On recording the compliant in software, Automatic SMS alert is sent to the customer at the time of registering the compliant as well as during its resolution.

Based on Intensity of issue:

Minor one – resolved within 3 days

Vital - Minor but not resolved within 3 days – escalation matrix

Critical Issue - Suspected fraud – immediate escalation without waiting of the TAT

Escalation level:

1st level - 9025912600 – Call to Customer Care no.

Or

Visit to Branch office

Or

Post to Varam Corporate : Varam Capital Private Limited
2nd Floor- North Wing/Rashmi Towers
No.1, Valluvarkottam High Road,
Nungambakkam | Chennai-600034.

Or

Email to contactus@varam.in

2nd level – if not resolved within 7 days – Call to M. Ravi Rajan - Grievance Manager, 044 65150015.

3rd Level – if not resolved within 21 days - Call to MFIN toll free - 1800 2700 317.

4th Level:- if not resolved within 30 days - Call / Post to Address for the Regional Office of DNBS of RBI:

General Manager,
Department of Non-Banking Supervision,
Port Class, Rajaji Salai, Chennai -600001.
PH:; 044 - 23933406 | Fax : 044-25393797, e-mail: dnbschennai@rbi.org.in.