

# **GRIEVANCE REDRESSAL POLICY**

**RBI REGISTERED NBFC**  
**REGISTRATION NO. B-03.00208**

## I. Objective

The objective of the Grievance Redressal policy of the Company is to ensure fair and equal treatment to all its customers without any bias -irrespective of caste, creed, race, gender, special abilities – on all occasions. The resolution of grievances is within defined Turn Around Time (TAT). The resolution process is accelerated with proactive interventions by the Grievance Redressal Committee to cause nil distress to the customers

## II. Principles of grievance Redressal

Our customers will be provided with information on how to raise their grievances at our office over phone and on website. The process to raise a complaint / escalation / grievance would involve only relevant investigative questions without any kind of hassle to the customer. Resolutions would follow the simple principle of ensuring an effective resolution. The responses would be consistent with RBI guidelines at all times as applicable to reduce customer grievances. We remain quick and consistent at all times in providing necessary information or process requested by the customer.

## III. Registration of complaints

The Company enables its customers to register complaints through multiple channels. The various channels available to customers are as follows: –

**Website:** Online through the links indicated below or by directly contacting the Grievance Redressal Officer.

[https://orrishfinance.in/contact\\_us.php](https://orrishfinance.in/contact_us.php)

**E-mail:** Customers can send an email for redressal of issues to **info@orrishfinance.com**

**Registered / Corporate / Administrative Offices:** Customers can speak to the officials in-charge at the Company's offices for resolution of their issues or register their grievances at the Office Complaints Register.

Customers can reach out directly to Grievance Redressal officer over phone and/or email which is provided in the below section.

Name of Grievance Redressal Officer : **Naincy Sihani**

Email of Grievance Redressal Officer : [grievance.redressal@orrishfinance.com](mailto:grievance.redressal@orrishfinance.com)

Phone of Grievance Redressal Officer : **+91 78800 02243**

Customer Walk- in at Registered Office :

**Office No. 5097-5099, 5<sup>th</sup> Floor, Currency Tower, VIP Road, Raipur (C.G.) 492001.**