

GRIEVANCE REDRESSAL MECHANISM

In terms of the Fair Practice Code, issued by the Reserve Bank of India on July 16, 2020, a Grievance Redressal Mechanism is to be put in place to ensure prompt redressal of grievances. Given below is a list of measures to be undertaken by UVARCL to put the Mechanism in place. The Grievance Redressal Mechanism will also include grievances against outsourced agency (ies) engaged by UVARCL.

- I. The Company Secretary will act as Nodal Officer for all the grievances received.
- II. All grievances received will be acknowledged, acted upon and disposed off. The status of the grievances will be duly recorded in the register specifically maintained for this purpose.
- III. If the grievance pertains to any outsourced agency, the grievance should be discussed with the outsourced agency along with the necessary directions to be passed.
- IV. The name, contact number and email address of the designated Grievance Redressal Officer of the UVARCL should be mentioned in the communication with the stakeholders and will also be placed on Company's website.
- V. Various timelines for the redressal will be as follows:
 - (i) Acknowledgement within 48 hours.
 - (ii) Provisional reply in one week's time and final disposal in one month's time.
- VI. A Quarterly Report of grievances received and disposed off will be put up to the Board for information.
- VII. In case of either no response is given by the Nodal Officer within given time line or borrower/other stakeholder is not satisfied with the resolution of the grievance, then the borrower/other stakeholder may write to the Whole Time Director of the Company who will respond within 7 working days.

Contact Details of Nodal Officer

Ms. Daljeet Kaur, Grievance Redressal Officer
1304/1304A, Chiranjeev Tower, 43, Nehru Place, New Delhi-110019
Email: daljeet@uvarcl.com
Phone: 011-41038918, 011-41055576