

Grievance Redressal Policy



GOYAL ASSOCIATES LIMITED



Grievance Redressal Policy

The Company is dedicated to providing exceptional customer service and maintaining high standards of business conduct. In alignment with this commitment, the Company has established a comprehensive grievance redressal mechanism designed to address and resolve any disputes or complaints arising from its decisions. This policy ensures that all disputes are promptly escalated and resolved at the next higher level of management, thereby maintaining transparency and accountability.

The details of the grievance redressal policy, including the contact information of the designated Grievance Redressal Officer, are made available to customers on the Company's website. The policy is structured to adhere to the Fair Practices Code and to ensure compliance with all relevant regulatory guidelines. Additionally, the functioning of the grievance redressal mechanism is subject to periodic reviews at various levels of management to ensure its effectiveness and efficiency.

Channels for Customer Feedback and Complaint Submission

Customers who wish to provide feedback, express concerns, or submit complaints have multiple avenues to do so. The Company provides a variety of channels to ensure ease of access and responsiveness to customer needs. These channels are available from Monday to Friday, between 10:00 am and 5:00 pm, excluding national holidays.

Grievance Redressal Officer (GRO)	Mr. Raja Shanker
Address	Plot No. 57, Dwaraka Central, 5 th Floor, Hitech city road, VIP hills, jai hind enclave, Madhapur, Telangana, India – 500081.
Phone Number	8977008131
Email	grievance@goyalassociateslimited.com

Customers are encouraged to contact the Grievance Redressal Officer (GRO) directly to resolve their concerns. The GRO is responsible for ensuring that all complaints are addressed in a fair and timely manner.

Escalation Process

In the event that a customer's complaint is not resolved within the stipulated time frame, or if the customer is dissatisfied with the resolution provided by the GRO, they have the option to escalate the issue to a higher authority within the Company.



Nodal Officer	Mrs. Sanchita Dad (CS)
Address	401, Phoenix Complex, Waghodia Road, Vadodara, Gujarat - 390019.
Phone Number	8977008171
Email	nodalofficer@goyalassociateslimited.com

The Nodal Officer will undertake a comprehensive review of the grievance and the resolution provided by the GRO. If necessary, the Nodal Officer will liaise with other departments or escalate the matter to higher management to ensure a satisfactory resolution.

Grievance Handling Procedure

The Company is committed to ensuring that all grievances are handled with the utmost care and urgency. The following procedures are in place to manage the grievance resolution process:

- **Availability of the Grievance Redressal Officer (GRO):** The GRO is available during office hours to receive and address customer grievances. In situations where the GRO is unavailable, the head of the customer support team will assume responsibility for addressing the customer's concerns.
- **Response Time:** Upon receipt of a grievance, the GRO will thoroughly examine the issue and provide a final response within 30 working days. During this period, customers are welcome to follow up on the status of their grievance. The Company strives to respond to all inquiries as quickly as possible.
- **Extended Resolution Time:** In certain cases, such as those requiring the retrieval of documents or additional investigation, resolving the grievance may take longer than the standard response time. The Company will proactively inform the customer of any delays and provide an expected timeline for the resolution of the complaint.
- **Escalation to Ombudsman:** If a customer's grievance is not resolved within one month, or if the resolution is unsatisfactory, the customer may escalate the complaint to the Banking Ombudsman. This can be done through the following methods:
 - **Online Submission:** Customers can lodge complaints online through the RBI's designated portal: <https://cms.rbi.org.in>
 - **Electronic or Physical Submission:** Complaints can also be submitted electronically or in physical form to the Centralised Receipt and Processing Centre (CRPC) of the RBI:





GOYAL ASSOCIATES LIMITED

Phone: +91 8977008171

Email: info.goyalass@gmail.com

Registered Office: 401, Phoenix Complex,
Waghodia Road, Vadodara, Gujarat, India, 390019.

Centralised Receipt and Processing Centre (CRPC)
Reserve Bank of India
Near Gandhi Bridge,
Income Tax Circle,
Ashram Road, Ahmedabad – 380014
Email: crpc@rbi.org.in

Internal Review and Monitoring

To ensure the continued effectiveness of the grievance redressal mechanism, the Company conducts regular reviews of the complaint management system. These reviews are designed to monitor the following:

- **Turnaround Time (TAT):** The CRM system tracks the TAT for each grievance based on its nature, ensuring that all complaints are resolved promptly.
- **Monthly and Quarterly Reviews:** The nature and frequency of complaints, along with the resolution times, are reviewed on a monthly basis. A consolidated report on the functioning of the grievance redressal mechanism and compliance with the Fair Practices Code is submitted to the Board or Committee of Directors on a quarterly basis.
- **Process Improvement:** The review process also focuses on identifying areas for improvement in the grievance redressal process, ensuring that the Company continually enhances its customer service practices.
- **Audit and Compliance:** The Company's Internal Audit Team conducts regular audits of the grievance redressal process to identify any lapses or areas requiring improvement. The findings of these audits are included in the quarterly reviews.

Review of Policy

The Grievance Redressal Policy is subject to periodic review to ensure that it remains effective and in line with current regulatory standards. The policy is reviewed at least annually, or more frequently if required by changes in regulatory guidelines or internal processes. The objective of these reviews is to ensure that the policy continues to meet the needs of customers and adheres to the highest standards of fairness and transparency.

Policy Availability

The Grievance Redressal Policy is accessible to all customers through the Company's website and is also available at all branch offices. Additionally, all employees are made aware of this policy to ensure consistent and effective implementation across the organization.

Corporate Office : - Plot No. 57, Dwarka Central, 5th Floor Hitech City Road, VIP Hills, Jai Hind Enclave, Madhapur, Telangana, India, 500081.



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