# CUSTOMER GRIEVANCE REDRESSAL MECHANISM

**START**

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Customer faces grievance

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Customer submits complaint via:
├── Email: grievancecell@venusfin.com
└── Walk-in (Written Complaint Required)
Address:
248, 2nd Floor,
Okhla Industrial Estate,
Phase III, New Delhi-110020
Website: www.venusfin.com

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Complaint received at Corporate Office (Delhi)

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Grievance Redressal Officer:
Mr. Pramod Kumar Nailwal
(Contact: 1149999411)
logs and registers complaint

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Acknowledgement sent to customer
├── Email/SMS confirmation
├── Complaint Number
└── Expected Resolution Time

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Complaint forwarded to concerned department

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Department reviews & resolves complaint

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Is complaint resolved?

├── NO

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Monitoring & Escalation Mechanism

├── Continuous tracking

└── Escalation to senior management

**Ms. Prerna Bajaj, CEO cum Director**

**Contact: 011 49999405**

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├── Escalate to next higher level (if required)

**Mr. Gaurav Goel, Director**

**Contact: 011 49999400**

├── (Dispute reviewed & reprocessed)

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Resolved within 30 days?

├── YES → END

└── NO

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Customer may escalate to:

Reserve Bank of India (RBI)

Department of Supervision (NBFC)

6, Sansad Marg, New Delhi-110001

Tel: +91-11-23325225

Fax: +91-11-23711250

Email: rdnewdelhi@rbi.org.in

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END