

GRIEVANCE REDRESSAL POLICY

1. Introduction

Customer centric processes and policies help companies drive the customer acquisition, retention and efficiency to accomplish customer friendly company. The core philosophy being Grievance Redressal has always been customer care, and hence we have developed tiered approach in solving the customer complaints.

Serving customer needs satisfactorily is a top corporate priority for Versura Shiksha Service Private Ltd ("VSSPL" or the "Company"). An important component of this priority is designing an efficient mechanism to address customer queries and issues. With this objective, VSSPL has developed this Grievance Redressal Policy ("Policy") to develop such a mechanism for the Company's customers. The key guiding principles of the Company's Policy are:

- Customers should be treated fairly at all times.
- Complaints should be dealt with efficiently and within a reasonable time frame.
- Complaints raised by customers should be dealt with courteously and with the utmost respect.

This Policy is based on the premise that every customer has the right to register a complaint if he or she is not satisfied with the services provided by the Company or any other agencies associated with the Company. Customers can give their complaint in writing or via e-mail. The Company will review and address the grievance in accordance with this Policy and in case the customer is not satisfied with the proposed action, the customer may use other avenues for grievance redressal.

2. Applicability of the Policy

This Policy applies to all customers of the Company. Furthermore, the Policy will also extend to cover employees and other stakeholders of VSSPL.

3. Process to handle customer complaints / grievances

VSSPL has developed a multi-step escalation process for customers to raise queries and / or to register their complaints in an efficient manner:

Step 1: Relationship Manager Review

A customer should either make a written complaint addressed to the relevant Relationship Manager (contact details are on the Company's website, or email the Company at contact us at info@versurashiksha.com):

- Brief summary of complaint
- Complete contact address/phone number of the complainant.

We will strive to provide an initial response to the customer's complaint within 7 days of the complaint being lodged.

Step 2: Grievance Redressal Officer Review

In case the customer is not satisfied with the response received at Step 1, i.e. Relationship Manager, he /she can escalate the complaint to VSSPL's Grievance Redressal Officer, whom the Company has appointed for the implementation of customer service and complaint handling. The Grievance Redressal Officer's complete contact details are given on the following page:

Mr: Debendra Mohanty
Email: ho@versurashiksha.com

Once the complaint is escalated, the complaint will receive a response within 10 working days of it reaching the Grievance Redressal Officer.

Step 3: Managing Director's Review

In case the customer is still not satisfied with the response or has not received a response from the Company within 15 days from the date of his/her initial complaint, he/she may contact the Managing Director office at the email vashnavi@vesrurashiksha.com .

4. Registration of Complaints and Time Frame

To register complaints, customers should follow the steps mentioned above. Once the complaint has been received in writing, the company will send an initial response within 7 days. After the matter is reviewed a final response will be sent to the customer within 15 days of receipt of the initial query. If more information is required by the Company to resolve the complaint, the Company will appropriately inform the complainant. Once the additional information is received, the final response will be issued within 7 days of such receipt.

If the complainant is not happy with the resolution of the complaint, the complainant can escalate the matter to the Grievance Redressal Officer at the coordinates given in section 3 above. The Grievance Redressal Officer will seek to respond to the complaint within 10 days of the complaint being escalated to him / her.

5. Interaction with customers

The company, through various questionnaires / meetings / surveys, obtains customer feedback / suggestions for improvement in customer service. All suggestions given by the customers are duly examined and those that the Company finds acceptable are implemented.

6. Sensitizing operating staff on handling complaints

All the staff of the Company will be adequately educated & trained on our Grievance Redressal Policy.

7. The Board of the Company have power to effect any changes, amendments or modifications, if any, in the Grievance Redressal Policy.