

VAMA SUNDARI INVESTMENTS (DELHI) PRIVATE LIMITED

COMPLAINT/ GRIEVANCE RESOLUTION FLOWCHART

Customer / Borrower raises complaint

E-Mail | Phone | Written communication



Complaint logged; acknowledgement sent

Within 3 working days of written receipt | Complaint Number Allotted | Complaint register maintained



**Complaint forwarded to
LEVEL 1**

Grievance Redressal Officer (GRO)

Mr. Sunil K Shrivastava

Phone: 9650555215 | Email: sunilsri@hclgroup.in
VSIDPL, Plot No. A9, Sector 3, Noida – 201301

Customer / Borrower satisfied with GRO resolution?

YES

Complaint closed

Closure confirmation
sent to complainant

No



**Escalation to
LEVEL 2**

Chief Compliance Officer

Mr. Neeraj Kumar

Phone: 9711434485 | Email: neeraj.kumar@hclgroup.in
VSIDPL, Plot No. A9, Sector 3, Noida – 201301

Customer / Borrower satisfied with resolution?

YES

Complaint closed

Closure confirmation
sent to complainant

No



If Complaint is still unresolved beyond 30 days



Escalation to RBI / Ombudsman