

GRM is meant to provide timely and effective solution to the grievances of the customers

Features of a Good GRM



Step-wise Complaints Handling Process



GRM Escalation Matrix

Customers are to make use of the Grievance Redressal Mechanism set up by WeGrow Financial Services Private Limited, in case of any grievance regarding the NBFC-MFI's behaviour/ transaction, and escalate the matter step by step, as indicated below:

Step-wise Complaints Escalation Process

First Step:	Customers to approach the Branch Manager or Area Manger and report their complaints/grievances by reporting in the Complaints Register.
Second Step:	If the Customer is not satisfied with the response received from the Branch Manager or if the issue is not resolved within five (5) working days, call: Toll-Free No. 1800 123 267 267 (10.00 a.m. to 6.00 p.m. on any working day).
Third Step:	If the issue is not resolved within fifteen (15) days, Customers to escalate the complaint/grievance to: <ul style="list-style-type: none"> ➤ Grievance Redressal Officer (GRO): Mr. Santanu Sengupta Contact No. 9147187708, E-mail: cgro@wegrowindia.com (10.00 a.m. to 6.00 p.m. on any working day). OR ➤ Principal Nodal Officer (PNO): Mr. C. Ranjan Barai Contact No. 9073950200, E-mail: pno@wegrowindia.com (10.00 a.m. to 6.00 p.m. on any working day).
Fourth Step:	If the issue is not resolved within seven (7) working days of call to the Grievance Redressal Officer (GRO) & Principal Nodal Officer (PNO), the customer can escalate the complaint / grievance to SROs. Sa-Dhan Grievance Redressal Officer, A-1 226, 1st Floor, Safdarjung Enclave, New Delhi-110029 Contact No. 011-4717 4418, E-mail: nandi@sa-dhan.org
Fifth Step:	If the issue is still not resolved within thirty (30) working days, the Customer may complain to RBI online on https://cms.rbi.org.in . or Complaints can also be filed through the dedicated e-mail: crpc@rbi.org.in OR Send physical copy of complaint to the 'Centralised Receipt and Processing Centre' sent up at Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017 in the format provided at https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121_A.pdf . OR Call :Toll-Free No. 14448 (9:30 a.m. to 5:15 p.m.)