

GRIEVANCE REDRESSAL POLICY

Entity: VARV Technology Private Limited (Operating jivikaloan.com)

Role: Lending Service Provider (LSP) / Technology Service Provider (TSP)

Regulated Partner NBFC: Ajivika Finance Limited (AFL) (RBI-Registered NBFC)

Effective Date: 1st October 2026

1. Introduction and Purpose

VARV Technology Private Limited ("**VARV**" / "**Company**"), through its digital lending web platform jivikaloan.com, operates strictly as a Technology Service Provider (TSP) facilitating loan products originated and disbursed by its Reserve Bank of India (RBI) regulated partner Non-Banking Financial Company (NBFC), Ajivika Finance Limited (AFL).

This Grievance Redressal Policy is formulated in adherence to the **RBI Digital Lending Directions** and the **RBI Integrated Ombudsman Scheme**, ensuring that customer complaints regarding platform operations, loan facilitation, data handling, and communication conduct are resolved in a transparent, efficient, and time-bound manner.

2. Grievance Escalation Matrix

Level 1: Primary Support Desk (jivikaloan.com)	
TAT: 24 to 48 Hours acknowledgment Resolution: 3-7 Days	
(If unresolved / unsatisfied)	
▼	
Level 2: Nodal Grievance Redressal Officer (GRO) - VARV	
TAT: Resolution within 7 Working Days	
(If loan/credit related or unresolved)	
▼	
Level 3: Principal NBFC Grievance Officer - AFL	
TAT: Resolution within 15 Working Days	
(If unresolved within 30 days)	
▼	
Level 4: Consumer Education and Protection Department	

4. Step-by-Step Escalation Procedure

Level 1: Customer Support Helpdesk (VARV / jivikaloan.com)

For queries, service requests, or initial grievances concerning web interface, technical errors, application status, or communications:

- **Support Email:** contact@jivikaloan.com
- **Contact Number:** +91-9217404991 (Operational Monday to Friday, 10:00 AM to 6:00 PM)
- **Turnaround Time (TAT):** Acknowledgment within **24 hours**; Resolution within **3 to 7 business days**.

Level 2: Grievance Redressal Officer (GRO) – VARV Technology Pvt. Ltd.

If the resolution provided at Level 1 is unsatisfactory or no response is received within 7 business days, the issue may be escalated to VARV's designated Grievance Officer:

- **Name:** Raghavendra Pratap Singh
- **Designation:** Grievance Redressal Officer
- **Company:** VARV Technology Private Limited
- **Registered Address:** A 217 Sector 69, Noida, Gautam Buddha Nagar, Uttar Pradesh, India, 201301
- **Email:** grievance@jivikaloan.com
- **Turnaround Time (TAT):** Resolution within **7 business days** from escalation date.

Level 3: Principal Lending Partner NBFC – AFL

If the complaint pertains directly to credit underwriting, loan sanction/rejection, loan disbursement, interest calculations, Key Fact Statement (KFS) terms, repayment processing, or recovery conduct, or if it remains unresolved by VARV, it escalates to the partner NBFC:

- **NBFC Name:** Ajivika Finance Limited
- **RBI Registration (CoR) No:** B-14.02019
- **NBFC Nodal Officer Name:** XXXXXXXXXXXX
- **NBFC Grievance Email:** XXXXXXXXXXXXXXXX
- **NBFC Contact / Helpdesk:** 0120-4317430
- **Turnaround Time (TAT):** Final lender determination within **15 business days**.

Level 4: Escalation to the RBI Consumer Education and Protection Department

If a complaint lodged by the borrower is not resolved within a total period of **30 days** from the date of submission, or if the borrower remains dissatisfied with the final resolution provided by VARV / AFL, the borrower has the statutory right to escalate the matter to the **Reserve Bank of India (RBI) Consumer Education and Protection Department**:

- **Name:** Dr. Neena Rohit Jain
- **Designation:** Chief General Manager
- **Address:** Consumer Education and Protection Department

Reserve Bank of India, 1st Floor, Amar Building
Sir P.M. Road, Mumbai-400 001.

- **Email:** cgmcepd@rbi.org.in

5. Categorization of Complaints

- **Category A — Platform & Technical Issues:** OTP failures, login issues, document upload errors, or account display discrepancies.
- **Category B — Privacy & Data Protection:** Requests for user consent revocation, data access, or data deletion in accordance with Digital Personal Data Protection standards.
- **Category C — Communication & Staff Conduct:** Feedback regarding digital communications, customer executive demeanor, or outreach timing.
- **Category D — Loan Servicing & Financial Transactions:** Disbursal delays, repayment reconciliation, or interest charge clarifications (routed immediately to AFL).