

Disclosure on Whistleblower Complaints in FY2022 - 23

Vakrangee has a detailed Whistleblower policy and mechanism in place. Further we have an independent Hotline channel in place for anonymous reporting of any issues.

https://vakrangee.in/pdf/Policies-PDF/Whistle%20Blower%20Policy_Final.pdf

No of Complaints received in FY2022-23	No. of Complaints resolved in FY2022-23	Pending Complaints
2	2	0

Details on Complaints in FY2022-23

Sr. No.	Source of Complaint	Case Details	Status	Conclusion & Action Taken
1	Franchisee	Demand for refund of Application fees	Complaint Resolved	Action Taken - After proper process and verification, the company have refunded the application money and the issue has been resolved.
2	Franchisee	Technical issue of ATM Machine	Complaint Resolved	Action Taken - Company coordinated with the concern technical term and issue has been resolved.