

## Vakrangee Kendra Franchisee Technical Support Desk Process and Customer Support Process



### CORPORATE OFFICE:

Vakrangee Corporate House

Plot No. 93, Road No. 16, M.I.D.C., Marol, Andheri (East), Mumbai – 400093, Maharashtra

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## 1. Purpose of Technical Support Desk

The Franchisee Technical Support Desk (TSD) is an important communications link between the FRANCHISEES and the Company. It will serve as a central point of contact for information and support with regards to the Franchisees' Technical queries. The Technical Help desk manages all calls centrally via a dedicated phone number 022 - 67765178 and toll-free number 18002744427.

### 1.1 Description of Help Desk

The Help desk is operated for 12 hours (8 AM to 8 PM) on working days and 8 hours on non-working days of week with higher workforce present in day shift to address the Franchisee queries.

- Work shifts of 8 hours
- 12 hours a day operation
- Three shifts of operation on working days.
  - o First Shift 8:00 a.m. – 5:00 p.m
  - o General Shift 9.00 a.m. to 6.00 p.m.
  - o Second Shift 11:00 p.m. – 8.00 p.m.
- One Shift on non-working days.
  - o 9 .00 a.m. to 6.00 p.m.

## 2. TSD Call Capturing Mechanism

### 2.1 Voice Call Mode

- A call can be received through Toll free number 1800 27 444 27 or by dialing 022-67765 178
- Any caller is required to provide his VKID.
- The given VKID is inputted in VKMS and validated if the Franchisee is same.
- Any of the following information is randomly verified from VKMS of the caller by the TSD:
  - o PAN number
  - o Date of Birth of the Franchisee
  - o Last 4 digits of Bank Settlement account
  - o Kendra address
  - o Aadhaar number of the franchisee
  - o Block of the Kendra
- If the call is unsuccessful, TSD politely denies the information solicited with the reason of denial.
- Upon successful verification the call is further handled.

- A ticket number is verified for any issue raised by the franchisee. If the ticket is not raised the same is raised by the TSD executive on the call and the ticket number is shared with Franchise for Future reference.
- The ticket is assigned to the TSD executive for resolution based on his expertise and skills.
- All necessary coordination with OEM, vendors or service providers is done by the TSD executive who is assigned the ticket
- Escalations, if any, are done as per the escalation matrix of the respective OEMs, vendors, or the service providers.
- If there is no proper resolution even after escalations, the same is escalated to the Purchase department for actioning as per SLAs and Agreement.
- Once the ticket is resolved the franchisee is informed through an auto email.

## 2.2 Email Mode

- Franchisee can send an email on [fi.helpdesk@vakrangee.in](mailto:fi.helpdesk@vakrangee.in) with a valid VKMS ticket number through his official email ID only.
- Any email sent through his non-official email ID is politely replied seeking email from official email ID only.
- Any email without a valid ticket is politely replied seeking a valid ticket number.
- Every email received is acknowledged with a standard reply.
- Once the ticket number is verified from the email, the ticket is checked for assignment status.
- If the ticket is already assigned to the TSD executive for resolution, then the same is informed to the franchise and a reminder is sent to executive for resolution.
- All necessary coordination with OEM, vendors or service providers is done by the TSD executive who is assigned the ticket.
- Escalations, if any, are done as per the escalation matrix of the respective OEMs, vendors, or the service providers.
- If there is no proper resolution even after escalations, the same is escalated to the Purchase department for actioning as per SLAs and Agreement by the ticket owner.
- Once the ticket is resolved the franchisee is informed through an auto email as well as email received on [fi.helpdesk@vakrangee.in](mailto:fi.helpdesk@vakrangee.in)
- Email is closed post the resolution is provided.

### 3. Grievance Reporting Mechanism for Franchisee and Its Employees –

If someone is found to have violated the Franchisee Code of Conduct policy, then we have the below contact details to report.

- Email id: Fr\_humanresource@vakrangee.in
- Tel No. (022) 67765130

Further, Company has a well-defined Whistleblower policy which provides a platform for franchisees, its employees, Business partners or any other third party to raise concern regarding any irregularity, misconduct or unethical matters within our ecosystem whether financially or otherwise.

[https://vakrangee.in/pdf/Policies-PDF/Whistle%20Blower%20Policy\\_Final.pdf](https://vakrangee.in/pdf/Policies-PDF/Whistle%20Blower%20Policy_Final.pdf)

#### 3.1 Independent Third-Party Reporting (24") (Anonymous Reporting facility)

- Independent reporting hotline available 24\*7
  - India Toll-free Hotline Number: 1800-102-6969
- Independent reporting Online Portal available 24E1
  - Online Portal at: <https://Vakrangee.integritymatters.in>
  - By Email: [vakrangee@integritymatters.in](mailto:vakrangee@integritymatters.in)
  - By post to: Vakrangee Ltd. C/o Integrity Matters, Unit 1211, CENTRUM, Plot No C-3, S.G. Barve Road, Wagle Estate, Thane West - 400604, Maharashtra, India

**Important: "Please mention access code VAKRANGEE in all your communication with Ethicaline"**

There is also an arrangement for an Independent Third-Party Reporting Mechanism by Integrity Matters Third-party Ethics Helpline (TPEH) which serves to bridge this communication gap by facilitating secure, reliable and confidential transfer of information From reporters to Company Management.

Integrity Matters TPEH creates an open atmosphere that encourages employees to flag off internal ethics and compliance issues without any fear of retaliation. With these timely alerts, raised internally, senior management is able to deal with incidents internally and protect employees, business interests and reputation.

#### 3.2 Independent Third Party - Company Profile & Scope of Work

**Company profile: Integrity Matters TPEH (<https://www.integritymatters.in>)**

- Founded in 2013 by ex-Big 4 professionals with deep experience in Technology and Risk Advisory

- Genesis In technology, Information security and privacy
- India's only truly Independent pure play provider of the TPEH service
- Currently serve a diverse set of organizations in ITeS, manufacturing, Infrastructure, technology, healthcare, logistics, services, M&E and their offices In 70+ countries
- In-house contact center Callers communicate directly with native speakers of the chosen language

**Scopes of Services include:**

- Ethics helpline: The helpline operationalizes the Code of Conduct and Whistleblower Policy by offering an independent multi-channel Interface to your employees for reporting unethical conduct/ malpractice they may see around them.
- Case Management System: An integrated web-based Case Management System helps your leadership respond to the reports as per your internal process and automate the tasks of your Ethics/ Ombudsperson Comm I tree.
- Anonymous two-way follow-up communication with reporters
- Serves as a secure central repository of all issues regardless of reporting channels

#### **4. Support Process for Customers:**

There is a separate support desk for customers. and the support number 022-67765125 is also visible in our outlets. Customers can also call on this support number and register their complaints regarding any malpractices being conducted by the franchisees or their staff.

All the complaints related to Franchisee, Kendra, Franchisee staff, fraudulent or suspicious transactions or charges etc can be registered by customer. The proof of the allegations is solicited by way of photographs, Videos, recorded conversations, receipts, proof of transactions etc.

Further, there is a dedicated Email id for any Customer feedback and complaints – [CustomerCare@Vakrangee.in](mailto:CustomerCare@Vakrangee.in)

**Thank You**

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