

# ***Disclosure on Whistleblower Complaints in FY2021 - 22***

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

No of Complaints received in FY2021-22	No. of Complaints resolved in FY2021-22	Pending Complaints
4	4	0

### Details on Complaints in FY2021-22

Sr. No.	Source of Complaint	Case Details	Status	Conclusion & Action Taken
1	Franchisee	Technical issue of ATM Machine	Complaint Resolved	<b>Action Taken</b> - Company coordinated with the concern technical team and issue has been resolved.
2	Franchisee	Demand for refund of Application fees	Complaint Resolved	<b>Action Taken</b> - After proper process and verification, the company have refunded the application money and the issue has been resolved.
3	Franchisee	Technical issue of ATM Machine	Complaint Resolved	<b>Action Taken</b> - Company coordinated with the concern technical team and issue has been resolved.
4	Franchisee	Demand for refund of Application fees	Complaint Resolved	<b>Action Taken</b> – Franchisee exit procedure is completed.