

<b>Complaint Handling and Grievance Redressal by Regulated Entity</b>		
<b>Sr No.</b>	<b>Particular</b>	<b>Details</b>
1	Recognition/ Authorisation/ Licence/ Registration No. of the Regulated Entity	IFSC/FC/2025-26/0013
2	Whether the Policy on Complaint Handling is in Place (Yes/No)	Yes
3	Date of Approval of Policy by Governing Board / Board of Directors	April 04. 2025
4	Name of Complaint Redressal Officer (CRO)	Mr. Chintan Mistry
5	Email address of Complaint Redressal Officer (CRO)	<a href="mailto:grievance@orbisfinancial.in">grievance@orbisfinancial.in</a>
6	Name of Complaint Redressal Appellate Officer (CRAO)	Mr. Nehal Kumar
7	Email address of Complaint Redressal Appellate Officer (CRAO)	<a href="mailto:nehal.kumar@orbisfinancial.in">nehal.kumar@orbisfinancial.in</a>
8	Link of Webpage/ Website for providing information about Complaint Handling and Grievance Redressal	<a href="https://www.orbisfinancial.in/orbis-financial-services/">https://www.orbisfinancial.in/orbis-financial-services/</a>
<b>No. of Complaints Handled By the Regulated Entity (CRO)</b>		
<b>Sr No.</b>	<b>Details</b>	<b>Number</b>
1	Number of complaints outstanding at the beginning of the relevant period	-
2	Number of complaints received during the period	-
3	Number of complaints disposed off, during the period, out of which:	
3(a)	Number of complaints resolved	-
3(b)	Number of complaints rejected	-
4	Number of complaints withdrawn during the period	-
5	Number of complaints pending as on end of period	-
6	No. of Complaints resolved/ disposed off within 30 days of acceptance of complaint	-
7	No. of Complaints resolved/ disposed off after 30 days of acceptance of complaint	-
8	Provide reasons/ comments for complaints disposed off after 30 days of acceptance of complaint	-
<b>No. of Appeals Handled By the CRAO</b>		
<b>Sr No.</b>	<b>Details</b>	<b>Number</b>
1	Number of appeal outstanding at the beginning of the relevant period	-
2	Number of appeals received during the period	-
3	Number of appeals disposed off, during the period out of which:	
3(a)	Number of appeals resolved	-
3(b)	Number of appeals rejected	-
4	Number of appeals withdrawn during the period	-
5	Number of appeals pending as on end of period	-
6	No. of appeals resolved/ disposed off within 30 days	-
7	No. of appeals resolved/ disposed off after 30 days	-
8	Provide reasons/ comments for appeals disposed off after 30 days	-