webnyay

Grievances and Disputes are inevitable. **Resolve them efficiently.**

Use Webnyay's technology for grievance redressal, dispute resolution and compliance. We will save you time, costs and professional relationships.

Recognised by
Government of India

Shortlisted to design grievance
redressal technology

Over **150+** businesses as clients

Key Partnerships

"Webnyay is an **incredibly helpful platform** for resolving disputes online. It has **saved us the hassle** of engaging and liaising with lawyers to file court cases in non-metro cities. Our **cost to recover debt has significantly reduced** and the **legal team has created value for the business** teams.

We also use the Webnyay arbitration clauses in our agreements and contracts to protect ourselves against future disputes."

Shubham Saket, SVP Legal, DMI Finance Group

Recover debt faster, conveniently and legally

Lending is not about disbursements but recovery! Recovery leads to higher profits.

Why go to court and wait for years to recover your money when you disbursed the loan online in days? Use legally recognised mechanisms like arbitration and mediations for collections.

End-to-end digitised and simplified by Webnyay.

- **Generate pleadings and notices** within minutes using advanced automation. Draft pleadings in arbitration and position papers in mediation **without engaging lawyers**

- Select arbitrators and mediators from our expert panel (**1000+ pre-vetted and trained professionals**)

- Our clients have:
  1. seen collections between 15 to 30% for very-late stage accounts (NPA with DPD above 90 days) at a fraction of the cost

  2. in the past 12 months, we have handled tens of thousands of loan accounts

Enhanced Efficiency Through Progressive Automation and Advanced Analytics

01 **Faster and Automated drafting and sending** of legal notices, letters, SMS and WhatsApp messages. Webnyay serves notices and letters on your behalf

02 **360-degree view** and insights on NPAs and status of each account

03 **Intelligent dashboard** indicates status and time taken for each case, enabling increased focus on the high-margin cases

Grievance redressal

- **Leverage AI, machine learning and NLP** to resolve grievances and comply with RBI and IRDAI laws, Data Protection Act 2023 and Consumer Protection Act 2019

- Allow your customers to **lodge grievances in their native language** (5 major languages supported and 5 more being added)

- **Multi-tier escalation** functionality to deal with appeals, enabling focus on high-impact grievances

- **Engage experts** who can act as grievance officers, nodal officers and internal ombudsman, saving on costs

- **Leverage NLP to categorise incoming requests into buckets** - Requests, Grievances, Queries, Feedback, Misc

Two case studies:

- A leading Bangalore-based NBFC recovered a few lacs in one conciliation camp for accounts with average DPD of 150 days. Cost of recovery was approx. Rs 25,000

- One leading Delhi-based NBFC resolved two disputes worth crores in 1 month. Cost was approx. Rs 1 lac

Arbitration & mediation clauses

Join hundreds of businesses and switch to online dispute resolution. Insert Webnyay's online arbitration clause in your contracts and terms of business (simply copy and paste it):

Any dispute or claim arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration under the Webnyay Arbitration Rules ("Rules") available at www.webnyay.ai, which Rules are deemed to be incorporated by reference into this clause.
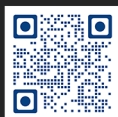
The Arbitral Tribunal shall consist of one arbitrator who shall be appointed in accordance with the Rules. The seat of the arbitration shall be [City, India]. The language of the arbitral proceedings shall be English. The governing law of the contract shall be the substantive laws of India.

Contact us today to discuss our value
proposition and a product demo:

Vishwam Jindal
vishwam@webnyay.ai
+91 9958867718

Ishita Jindal
ishita@webnyay.ai
+91 9650312556

Website

www.webnyay.ai