

SVAKARMA FINANCE PRIVATE LIMITED

CUSTOMER GRIEVANCE REDRESSAL MECHANISM



LEVEL 1 – CUSTOMER SUPPORT / GRIEVANCE REDRESSAL OFFICER

Customers may lodge complaints through

email: customerservice@svakarma.com or **Contact Number:** +91 8433989339

Corporate Office Address: C-704, Marathon Innova NextGen, G.K. Marg,
Lower Parel, Mumbai - 400013



The complaint will be acknowledged and resolved within 7 days from the date of receipt.

If the complaint is not resolved satisfactorily within the prescribed timeline, the customer may escalate the matter to Level 2.



LEVEL 2 – PRINCIPAL NODAL OFFICER

Name: Meenal Jai Singh

Designation: Principal Nodal Officer

Email ID: grievance@svakarma.com

Contact Number: 022-35136578

The Principal Nodal Officer shall review and try to resolve the complaint within a reasonable time.

If the complaint remains unresolved for a period of 15 days from the date of first lodging the complaint, the customer may approach the RBI Ombudsman.



LEVEL 3 – RBI INTEGRATED OMBUDSMAN SCHEME

If the complaint is not resolved within 30 days or if the customer is not satisfied with the resolution provided, the customer may lodge a complaint under the Reserve Bank Integrated Ombudsman Scheme.

RBI Complaint Management System (CMS) Portal:

<https://cms.rbi.org.in>

Toll Free Number: 14448