

RAJVIR SECURITIES AND FINANCE PVT LTD

Grievance Redressal Mechanism

Customers who wish to send in complaint/feedback over any issue can use the following channels.

LEVEL 1: Customer Relationship Manager

Please contact Customer Relationship Manager.

Timings: 10 am to 6 pm on week days

LEVEL 2: Customer Service Help Desk

If you are not satisfied with the response received from the branch or if you don't receive a response in 3 working days, please call our Help Desk Representatives available on the phone to register your complaints.

Helpline No : 0731-4607765

Email id : grievancerajvirnbfc@gmail.com

Timings : 9 am to 6 pm on week days

LEVEL 3: Grievance Redressal Officer

If you are not satisfied with the response from customer service helpdesk or if you don't receive a response within 3 working days, please call or write to Grievance Redressal Officer. You will receive a response within 5 working days of Grievance Redressal Officer receiving the complaint.

Grievance Redressal Officer (Nodal Officer)

- ❖ **Name** : Mr. Abhitap Kumar Jain, Compliance Officer
- ❖ **Address** : 304, Earth Avenue, 7, Bamru Colony, Jaora Compound,
BJP Karyalay Ke Pass, Indore G.P.O., Indore, Madhya
Pradesh, 452001
- ❖ **Contact No.** : +91- 7737731776
- ❖ **Email** : rajvirnbfc@gmail.com

Also, if the complaint / dispute are not redressed within a period of one month, the customer may appeal to the RBI on the following addresses:

The General Manager

Deptt. Of Non-Banking Supervision (DNBS)

Reserve Bank of India

Hoshangabad Road, Bhopal

Email: cepcbhopal@rbi.org.in