
GRIEVANCE REDRESSAL FRAMEWORK FOR HANDLING CUSTOMER COMPLAINTS/ GRIEVANCES.

Stage 1: Grievance Redressal at Branch level.

- ✓ The customer can also personally visit the branch office and make the complaint in writing to the Branch Manager in the complaint register available in the branch;

Stage 2 - Grievance Redressal Framework at Head Office.

- ✓ If the customer is not satisfied with the resolution provided by the local branch office, the customer may provide their feedback or lodge/re-lodge their complaint using the following channels during the business hours (i.e Monday to Saturday, between 9:30 am to 6:30 pm except 2nd Saturday and holidays) or customer can directly raise their grievance to Head office as well.
 - ❖ Call our Customer Care Helpline on 18003133525
 - ❖ Email us at: hello@arthan.finance ; or
 - ❖ Write to us at the below mentioned address: Customer Care Department, Arthan Finance Private Limited, 302, 3rd floor, Building No. 2, Star Hub, Sahar Airport Road, Andheri East -400059, Mumbai

Stage 3 – Escalation.

- ✓ In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided, the customer can approach the Grievance Redressal Officer/Principal Nodal Officer (PNO). The name and contact details of the Grievance Redressal Officer is as follows:
 - ❖ Mr. Rupesh Kalokhe: Chief Operating Officer, Arthan Finance Private Limited, 302, 3rd floor, Building No. 2, Star Hub, Sahar Airport Road, Andheri East -400059, Mumbai
Email id – gro@arthan.finance

The response to complaint/grievance received at every stage will be resolved within 5 working days from date of receipt of complaints.

Whereas cases which need legal help or require additional information or retrieval of original documents of further information, the resolution TAT will be extend but the overall resolution should be maximum of 30 days.

Stage 4 – Appeal.

- ✓ If the complaint/dispute is not redressed within a period of 30 days or the customer is not satisfied with the resolution, the customer can register and appeal their grievance to the Reserve Bank of India (RBI) Ombudsman. A complaint can be filed through any of the following methods:
 - ❖ Online - on CMS portal of RBI at <https://cms.rbi.org.in>.

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- ❖ Physical complaint (letter/post) to “Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017”.
 - ❖ Complaints can be sent by email (crpc@rbi.org.in)



Customer Grievance Redressal Process - Arthan Finance

Response to complaint/ grievance received through this channel is assured within 5 working days of receipt of complaint at every stage

