

## GRIEVANCE REDRESSAL



**SRS FINANCE LIMITED** has laid down appropriate Grievance Redressal Mechanism within the Organization to resolve disputes arising in this regard. The Company constituted the forum w.e.f. 21<sup>st</sup> April, 2012. The Board periodically reviews the functioning of the forum at various levels of management.

### Step 1

If you have any grievance, please feel free to contact –

**Name:** Mrs. Rakhi Mehta (Company Secretary), Nodal Officer

**Contact:** +91 129 432 3118

**Address:** SRS Tower, 3<sup>rd</sup> Floor, Near Metro Station Mewla Maharajpur, G.T. Road, Faridabad (NCR Delhi) - 121003

**Email:** [rakhimehta@srsparivar.com](mailto:rakhimehta@srsparivar.com)

### Step 2

If you are still unhappy with the resolution, please contact –

**Name:** Mr. Jitin Sadana, Vice-President, Business Development

**Contact:** +91 129 432 3182/ 9810504866

**Address:** SRS Tower, 3<sup>rd</sup> Floor, Near Metro Station Mewla Maharajpur, G.T. Road, Faridabad (NCR Delhi) - 121003

**Email:** [jitinsadana@srsparivar.com](mailto:jitinsadana@srsparivar.com)

The Customer may lodge customer complaint/ grievance during the working hours i.e. **10.00 a.m. to 06.30 p.m.** from **Monday to Saturday**. The Company shall respond to the complaint **within 15 working days** from the date of receipt/ lodging of complaint.

If after following all the steps, the issue still remains unresolved or in case the complaint/dispute is not addressed within a period of one month, you may directly approach General Manager, Department of Non-Banking Supervision (DNBS), Reserve Bank of India for assistance at 6, Parliament Street New Delhi – 110001 | Ph. 011-23714456 | Email: [dnbsnewdelhi@rbi.org.in](mailto:dnbsnewdelhi@rbi.org.in)