



# GRP FINCAP LEASE PVT LTD

करें अपने सपनों को साकार

## NOTICE FOR CUSTOMER GRIEVANCE RESOLUTION

Dear Valued Customer,

At GRP FINCAP LEASE PRIVATE LIMITED, your satisfaction is our priority. We are committed to providing exceptional service and addressing any concerns you may have. To ensure a smooth and efficient resolution of your grievances, we have established the following process:

### **A. Complaints through physical mode/ post / email:**

#### **1. Primary Point of Contact:**

For any complaints or issues, kindly reach out to Mr. Amar Singh Nirwan. He is the first officer designated to handle customer grievances.

Mobile numbers: 9887099636, 6377092454

#### **2. Escalation to Higher Level:**

If you feel your concern has not been adequately addressed, you may escalate the matter to Mr. Ashok Harachandani for further resolution.

Mobile numbers: 9460024641, 9351510841

#### **3. Grievance Register:**

A Grievance Register is maintained at our office for customers to submit their complaints in writing. We encourage you to use this medium if necessary.

#### **4. Email complaint:**

You may also submit your grievances via email at [info@grpfl.in](mailto:info@grpfl.in). Our team will promptly review and address your concerns. We value your feedback and are always ready to serve you better. Our goal is to ensure that every customer is satisfied with our services, and we are dedicated to resolving any issues promptly and efficiently.

Thank you for choosing **GRP Fincap Lease Private Limited**



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## B. Grievances lodged through the Office of NBFC Ombudsman

The Reserve Bank of India has introduced an Ombudsman Scheme for customers of Non-Banking Financial Companies (NBFCs). The NBFC Ombudsman is a senior official appointed by the Reserve Bank of India to redress customer complaints against NBFCs for deficiency in certain services covered under the grounds of complaint specified under Ombudsman Scheme for Non-Banking Financial Companies, 2018 (the Scheme).

For the complainants who are not satisfied with the response or do not receive a response from Compliance Officer within 8 days of receiving the complaint. **If more time is required, the Company will inform the customer expected timeline.** The Reserve Bank of India has introduced a web based mechanism “Complaint Management System (CMS)”, for lodging Complaints / Grievances by Citizens of India which may include the customers as well. This is known as Public Grievance portal (<https://cms.rbi.org.in/>).

Customers may make use of the said Portal to communicate their grievances to the Company. The complaint may also be submitted through electronic or physical mode to the Centralised Receipt and Processing Centre as notified by the Reserve Bank. The complaint, if submitted in physical form, shall be duly signed by the complainant or by the authorised representative. The complaint shall be submitted in electronic or physical mode in such format and containing such information as may be specified by RBI on below address:

Centralised Receipt and Processing Centre,  
Reserve Bank of India,  
4th Floor, Sector 17,  
Chandigarh – 160017



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## TIME FRAME / ESCALATION

The Company will always make effort to redress the complaints of the customers / investors / employees at the earliest and in the best possible way and provide its best services.

In the event of non-disposal of complaint by the Branch Manager/ Grievance Redressal Officer, the same will escalate to the Compliance Officer, who would take steps to resolve the same expeditiously.

i. All efforts will be made to resolve each complaint received generally within the stipulated time.

ii. There may be some complaints which require deeper analysis from all possible angles which may cause delayed resolution of the complaint. In such cases, GRP Fincap will try to resolve the grievances at the earliest, depending on the nature of the case. Such delay in addressing the complaint beyond the prescribed time limit shall be conveyed to the complainant along with reasons for the same.

iii. If the complaint / dispute related to customer, is not redressed or remains unresolved within a period of 30 days by the Branch Manager/ Grievance Redressal Officer/Compliance Officer, the customer may appeal to the Officer-in-Charge of the Department of Supervision of Reserve Bank of India at following address:

**The General Manager,  
Reserve Bank of India,  
Department of Supervision,  
Office Address: 3rd Floor, Rambagh Circle, Tonk Road,  
Jaipur – 302004 (Rajasthan)**