



### Grievance Redressal Mechanism

NABSAMRUDDHI Finance Limited fosters transparency and strives to maintain the highest level of trust of its customers.

For us, being accessible and accountable is the key to a healthy relationship with our customers. Customers may write to us at [nabsamruddhi@nabard.org](mailto:nabsamruddhi@nabard.org) for seeking redressal of any concerns or resolution of any related issues.

In case of instances where customers are not satisfied with the service provided, they may file a complaint, simply by writing on a plain paper or by sending an email to the above address by following the process as detailed under:

FIRST LEVEL	<p>We are committed to resolving your queries/issues within 7 working days. The customer may write to us at <a href="mailto:nabsamruddhi@nabard.org">nabsamruddhi@nabard.org</a> or address the complaint to the following:-</p> <p>Ms. Arti Vice President NABSAMRUDDHI Finance Limited Ground Floor, D Wing NABARD C-24, G Block, Bandra Kurla Complex Mumbai – 400051</p> <p>Telephone: 022 2653 7090</p> <p>The Complaint, in writing, shall be duly signed by the complainant or his authorized representative stating clearly</p> <ul style="list-style-type: none"><li>(i) the name and address of the complainant</li><li>(ii) the name and address of the office of the Company against which the Complaint is made</li><li>(iii) the facts giving rise to the complaint</li><li>(iv) the nature &amp; extent of loss, if any, caused to the Complainant</li><li>(v) the relief sought</li></ul> <p>The Complainant shall file along with the complaint, copies of the documents, if any, which he proposes to rely upon and a declaration to the effect that, the complaint is genuine in nature and is based on the facts/data furnished with this complaint.</p>
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## NABSAMRUDDHI Finance Limited

SECOND LEVEL	<p>If the customer is not satisfied with the resolution provided at level 1, within 7 working days, the customer may post his/her complaint to:</p> <p>Grievance Redressal Officer NABSAMRUDDHI Finance Limited Ground Floor, D Wing NABARD C-24, G Block, Bandra Kurla Complex Mumbai – 400051</p> <p>Telephone: 022 2653 9186</p>
THIRD LEVEL	<p>In case of non-redressal of the complaint to the customer's satisfaction, within a period of One Month, the customer may approach the DNBS at local RO of RBI at the address given below:</p> <p>Officer-In-Charge C/o Reserve Bank of India Department of Non-Banking Supervision 6-1-56, Saifabad, Secretariat Road, Hyderabad, Telangana - 500004</p> <p><a href="http://www.rbi.org.in">www.rbi.org.in</a></p>