



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 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 nabsamruddhi@nabard.org 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">(i) the name and address of the complainant(ii) the name and address of the office of the Company against which the Complaint is made(iii) the facts giving rise to the complaint(iv) the nature & extent of loss, if any, caused to the Complainant(v) the relief sought <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 Committee NABSAMRUDDHI Finance Limited Ground Floor, D Wing NABARD C-24, G Block, Bandra Kurla Complex Mumbai – 400051 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>www.rbi.org.in</p>