



FINODAYA CAPITAL PRIVATE LIMITED

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

At Finodaya Capital Private Limited, we believe in providing the best of services to our customers. We provide customers with easy access to information, products and services, as well as the means to get their grievances redressed. This can include behavioral aspects, inadequate functions or services rendered by the Company or any of the outsourced vendors associated with the company.

Step 1

Please visit the nearest branch of Finodaya Capital Private Limited and submit your complaint/grievance to the branch official. Kindly get your complaint lodged in Customer Complaint Register maintained at the branches (During the working hours i.e., from 9:30 A.M to 6:30 P.M.)

Alternatively, you can reach our customer service team at or email us at info@finodayacapital.com. You can also raise your complaint directly on our website at <https://finodayacapital.com>. We will respond to your complaint within 15 days.

Step 2

If the Customer is not satisfied with the provided solution, the same complaint can be escalated to the Principal Nodal Officer.

After examining the matter, The Principal Nodal Officer will take necessary steps to redress the grievance with due care and diligence. They shall respond to the complaint within 15 days or explain the reason, in case it needs more time to respond.

The details of the designated officers are given below:

Name	Designation	Address	E-mail	Contact
Devendra Sinha	Principal Nodal Officer	1st Floor, Plot no. 8 & 9, Samar Park Colony, Main Road, Above SBI Bank, Nipania, Indore, Madhya Pradesh, India, Vijay Nagar, Indore, Indore, Madhya Pradesh, India, 452010	nodal.officer@finodayacapital.com	+91903909127

Step 3

If the resolution of complaint is delayed beyond 1 month of receipt or the Customer is not satisfied with the resolution provided or reason of delay conveyed to them, then they may file a complaint with RBI Ombudsman through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or through the e-mail or physical mode at the following address:

Centralised Receipt and Processing
Centre, Reserve Bank of India,
Hoshangabad Road, Post Box No. 32,
Bhopal-462 011, India.
Phone No. 0755-
2550233 (9:30 am to 5:15 pm)
E-mail: rdbhopal@rbi.org.in