



MEGHA FINLOAN PRIVATE LIMITED

GRIEVANCE REDRESSAL PROCEDURE

The customer can approach any of our service touch points given below to register a complaint and expect a response within defined time period from complaint registration.

Service Touch points are as indicated below:

Phone: Customer can call our dedicated Helpline number 1600304727 or 8432173213 between 09.30 AM to 06:00 PM, Monday to Saturday, except public holidays.

Email: Customers can write to us at emails Ids mentioned below for complaints related to respective products:

1. mfinloannwh@gmail.com
2. mfinloan@gmail.com

Branch: Customer can visit our branches and handover a complaint letter to the Branch Manager or any other branch personnel. The customer is advised to take an acknowledgment of receipt with date from the branch personnel he/she is handing over the complaint letter.

1. **Suggestion/Complaint Box:** Suggestion/Complaint boxes are put up at all MFPL branches. Customer may drop their suggestions and/or complaints in these boxes. These boxes are opened on periodic intervals by the Vigilance Officer and forwarded to the Customer Service team for action/resolution.
2. **Complaints Register at Branch:** Complaint registers are available at all MFPL branches. Customer may write down their complaint or concern in the register. The complaint register is checked by the Vigilance Officer on a periodic basis and forwarded to the Customer Service team for action/resolution.

Letter: Customer can write to us at

Megha Finloan Private Limited
Near Nagarpalika Bhawan,
Nawalgarh-333042
Jhunjhunu(Raj.)

Escalation Matrix

In case the customer does not receive a response within the number of days indicated below for each level or if the customer is dissatisfied with the response received from the Company, the customer may escalate the complaint to the next level as indicated below.

Primary Level:

If the customer is not satisfied with the resolution received from above channels, the customer can write to the Nodal Officer(s) as mentioned below.

S.No.	Name of Nodal Officer	Location	Email ID
1	Mr. Lalit Kumar Sharma	Nawalgarh	admin@meghafinloan.com
2	Mr. Aryan Khandelwal	Nawalgarh	khandelwalaryan11@gmail.com
3	Mr. Om Prakash	Nawalgarh	mfinloan@gmail.com

Customers are required to quote the complaint reference number provided to them in their earlier interaction, along with their loan account number to help us understand and address their concerns.

OR Customers can also contact the Nodal Office Team between 09:30 AM to 06:00 PM, Monday to Saturday on Contact number: 1600304727 & 8432173213.

An assurance is given to the customer that he would receive a response within 15 days and due efforts will be taken to resolve the complaint well before that.

Secondary Level:

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 15 days, we request customer to write to our Principal Nodal Officer **Mrs. Neha Sharma** at Nehasharma@meghafinloan.com, she is available on all working days as well as non-public holidays between Monday to Saturday from 09:30 AM to 06:00 PM on 1600304727 (call charges as applicable).

Third Level:

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 30 days, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> Or send your complaint form to the below mentioned address:

General Manager,
Department of Supervision,
Reserve Bank of India,
Ram Bagh Circle, Tonk Road,
Email: dosjaipur@rbi.org.in

Customer Query Redressal Flowchart

