

VASTU FINSERVE INDIA PRIVATE LIMITED

Grievance Redressal Mechanism

Vastu Finserve India Private Limited believes in providing the best in case 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.

Vastu Finserve India Private Limited has facilities available at each of its branches for the customers to lodge and/or submit their complaints or grievances in complaint register during the below working hours.

This system would ensure that the redressal sought is fair and is within the given framework of rules and regulations and there shall be no discrimination for redressal of grievance of visually impaired or physically challenged applicants or borrowers.

Monday to Friday 11:00 AM to 5:00 PM

Please follow the below steps to register any complaints or grievance you might have with our services.

Level 1

You can call us on 1800 26 77770 or write us on customercare@vastufinserve.com between 10:00 AM to 6:00 PM, Monday to Friday (except national holidays).

Visit our Branch	Monday to Friday, Timing: 11.00 AM to 5.00 PM
Call us on	1800 26 77770
Write us at	customercare@vastufinserve.com

You will receive an acknowledgement/response within 7 working days from the Customer service team who has received your communication.

Level 2

If you are not satisfied with the resolution you receive, we request you to contact the Grievance Redressal Officers and/or Nodal Officer of the Company.

The details of the Grievance Redressal Officer and Principal Nodal Officer are given below:

	Grievance Redressal Officer	Principal Nodal Officer	Nodal Officer
Name	Mr. Sujay Patil	Mr. Appannan Ponsivalai	Ms. Ankita Gupta
Email us at	grievanceofficer@vastufinserve.com	nodalofficers@vastufinserve.com	
Call us at	022-35286713		
Write to us at address	Vastu Finserve India Private Limited Unit Nos. 203 & 204, 2nd Floor, A wing, Navbharat Estates, Zakaria Bunder Road, Sewri, Mumbai 400015		

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022 - 24131991/92/93 • **Email:** customercare@vastufinserve.com • **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935

You will receive an acknowledgement/response within 7-10 Working days from the receipt of your complaint/query.

Level 3

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to Reserve Bank of India, at the address given below:

Officer in Charge

Reserve Bank of India,
DNBS, Mumbai Regional Office,
RBI Building, 3rd Floor,
Opp. Mumbai Central Railway
Station, Mumbai-400008.

OR

Lodge a complaint online through <https://cms.rbi.org.in>

OR

Submit through electronic or physical mode to Centralised Receipt and Processing Centre (CRPC) on

Email	CRPC@rbi.org.in
Address	CRPC, 4th Floor Sector -17, Chandigarh – 160017
Contact center (toll-free no)	14448
Timing	9:30 am to 5:15 pm

VASTU FINSERVE INDIA PRIVATE LIMITED

Head Office: Unit No. 203 & 204, 2nd floor, 'A' Wing, Navbharat Estate, Zakaria Bunder Road, Sewri (West), Mumbai 400015. Maharashtra

Tel: 022 - 24131991/92/93 • **Email:** customercare@vastufinserve.com • **Web:** www.vastufinserve.com

CIN No: U65990MH2018PTC314935