

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

In case of complaints/grievance, customers can use following grievance redressal options.

Step 1:

Customer can visit our branch offices and submit complaints/grievance in writing and get the complaint logged in the "Complaint & Grievance Register" maintained at our offices during the working hours (9.30 A.M to 5:30 P.M); Customers will be responded within 7 working days.

Contact Details of the Branch Manager

Phone:

Email:

Step 2:

If customer are not satisfied with the resolution received, or did not received any response within 7 working days you can write, mail or call to the Grievance Redressal Officer of the Company whose details are given below; Complaints/Grievance will be addressed within 15 working days.

Details of Our Grievance Redressal Officer

Mr Ajith Krishnan
Purvaja Fincap Private Limited
1st Floor, Gauri Chambers, Statue Jn, Tripunithura – 682301, Kerala
Mob: 86061 70481 email: ajith@purvajafin.com

Step 3:

If customer still not satisfied with the resolution received, or did not receive any response within 15 working days, he/she may approach to the regulatory authority of Non- Banking Financial Companies, i.e. Reserve Bank of India for redressal of his/her complaints at below address:

The General Manager,
Department of Non- Banking Supervision,
Reserve Bank of India,
Fort Glacis, 16, Rajaji Rd,
Fort St George,
Chennai, Tamil Nadu 600001

Alternatively, customers can also approach Banking Ombudsman of RBI