

CHALLANI CAPITAL LIMITED

GRIEVANCE REDRESSAL MECHANISM

In case of any complaint/grievance, the applicant/borrowers will have to inform in writing the concerned branch. The Branch Officials shall immediately take up the matter for redressal as per the policy. In case the complaint remains unresolved, the borrower shall write to Corporate Office Level.

All disputes in relation to the products and services shall be heard and disposed off within 30 days from the date of receipt of the complete details in respect of the grievance.

In case the response from Branch Official or Corporate Office Level is unsatisfactory or no response is received, the complaint should be escalated to the Grievance Redressal/Nodal Officer –

Nodal Officer,
Challani Capital Limited ,
15, New Giri Road,
Chennai 600017
Phone- 044-28342111
Email id- grievance@challanicapital.com

In case the borrower is not satisfied with the decision of the Grievance Redressal Officer of the Company or his complaint/dispute is not resolved within 30 days, he may approach the Officer in Charge of the Regional Office of Department of Non-Banking Supervision of RBI at the address given below:

Department of Non-Banking Supervision,
RESERVE BANK OF INDIA,
Chennai Regional Office,
Fort Glacis, 16,Rajaji Road,
Fort St George,
Chennai – 600001
Toll Free: 14448 (IVRS)

A consolidated report of periodical review of compliance of fair practice code and functioning of the grievances redressal mechanism at various levels of management may be submitted to the Board/Committee of Directors at regular intervals as may be prescribed by it.