

## GRIEVANCE REDRESSAL

If you have a grievance that you wish to redress, you may contact us with the details of your grievance through any of the following channels:

### Step 1: Channel for Communication -

Please visit the VASUD FINANCE PRIVATE LIMITED and submit your complaints/grievance through written letter or get your complaint logged in the "Complaint Register" maintained at the Office (During the working hours from 9:30 A.M to 6:30 P.M).

OR

You can connect with our Centralised Customer Service Team through below channels:

E-mail: contact@vasudfinance.com  
Phone: 8769920000  
Letter: Customer Service Cell  
VASUD FINANCE PRIVATE LIMITED  
2900, Khuteto Ka Rasta, Near Police Chowki Bhindo Ka Rasta,  
Chandpole Bazar, Jaipur-302001

OR

You can also lodge your complaint at our website [www.vasudfinance.com](http://www.vasudfinance.com) through online complaint form.

Your complaint will be addressed in 15 days.

### Step 2: Escalation Matrix

Resolution in Step 1 not as per your expectations	If still not satisfied after First Level or your Complaint is not resolved within 10 days,
First Level	Second Level
<b>Mr. Krishan Kumar Kansal</b> <b>Grievance Redressal Officer,</b> krishan@vasudfin.com or Phone : 8769920000	<b>Mr. Varun Maloo</b> <b>Principal Nodal Officer,</b> contact@vasudfin.com or Phone : 8769920000

### Step 3: Complaint/Grievance to RBI Ombudsman

If the complaint/grievance is not resolved within a period of one month, the applicant/borrower may appeal to the RBI Ombudsman under RBI Integrated Ombudsman Scheme 2021 (RBI – IOS, 2021) through below modes:

- i. Online - on CMS portal of RBI at <https://cms.rbi.org.in>.
- ii. Physical complaint (letter/post) in the form as specified in Annexure 'A' in the Scheme to: "Complaint Redressal Cell, Reserve Bank of India, Rambagh Circle, Tonk Road, Jaipur - 110003"
- iii. Complaints with full details as prescribed by RBI can be sent by email ([crpc@rbi.org.in](mailto:crpc@rbi.org.in)).

The Grievance redressal mechanism will be displayed on the notice board at the Office.