



## FEMINA MERCHANTS PVT LTD GRIEVANCE REDRESSAL

While we always strive to provide the best of customer service, there may be occasions when our customers' requirements might not be fully met. Such incidents may please be brought to the notice of the Branch Manager. Details of the Branch Manager are available at respective Branches.

In case of non-resolution of grievances within 7 days to customer's satisfaction, they may escalate their grievance to the Regional Nodal Officer(s) and thereafter to the Principal Nodal Officer after expiry of further 7 days.

### Details of Regional Nodal Officer is as follows:

Name	Region	Address, Contact Number & Email ID
Mr. Hemant Sharma	Rajasthan	Femina Merchants PVT. LTD. 201, 2nd floor Vaishali tower 1 <sup>st</sup> Nursery circle Jaipur Rajasthan, 302021 Mob. +91- 9828544228 E-mail - Hemant.sharma@feminafin.in

### Detail of Principle Nodal Officer is as follows:

Name	Address, Contact Number & Email ID
Chandrashekhar Thathera	Femina Merchants PVT. LTD. <u>Ward no. 6, Rajeev Colony Shrimadhopur Sikar</u> <u>Rajasthan 332715</u> +91-8302071619, chandra.shekhar@feminafin.in

If the resolution of complaint is delayed beyond 1 month of receipt, or the Customer is not satisfied with the reasons of delay conveyed to him/ her, then He/ She may file a complaint with NBFC Ombudsman through the complaint lodging portal of the Ombudsman at <https://cms.rbi.org.in> or through the e-mail or physical mode at following address:

Centralized Receipt and Processing Centre,  
Reserve Bank of India, 4th Floor, Sector17,  
Chandigarh - 160017  
Toll Free No. 14448 (9:30 am to 5:15 pm)  
E-mail: [CRPC@rbi.org.in](mailto:CRPC@rbi.org.in)