

Grievance Redressal Mechanism
Share India Fincap Private Limited (SIFPL)

Any customer having a query/complaint with respect to the product and services offered by Share India Fincap Private Limited (“the Company”) can highlight to the Customer Service Department of Share India Fincap Private Limited through following established channels of communication. Customers can log in their queries and complaints through any of the below mentioned channels and details are also available on the Company’s website:

Call: +91-9266732119

E-mail: info@shareindiafincap.co.in

Website: www.shareindiafincap.com

How a query/complaint should be made?

You can raise a query or complaint through the available customer service channels. Please provide your Loan Account Number (LAN), complete details of the issue, contact info, email ID, and product details for identification. Once validated, the customer service team will investigate and resolve the matter. If any details are missing, the query/complaint won't be logged, and you'll be notified about the insufficiency.

When to expect a reply?

-Each customer complaint being unique in nature, can take approximately 30 days for a detailed response to respective customer query or complaint. Once a query or a complaint is registered with customer service an automated email response along with a unique reference number will be sent to the customer. While the concerned team works on the query / complaint towards resolution, an interim response intimating the actual time that will be taken to resolve the issue will be sent to the customer.

- If the Customer does not receive any response from the company within 30 days or is dissatisfied with the response received, s/he may escalate the matter to Principal Nodal Officer (PNO) appointed by the company and write an email/call as per the details mentioned hereunder.

Name	Mail-id	Contact No.
Mr. Krishan Pal Raghav	krishna.raghav@shareindiafincap.co.in	+91-9266732119

- In addition to the Principal Nodal Officer who is centrally located, customer can also write to the Nodal Officers (NOs), located at regional level, appointed by the company and write an email/call as per the details mentioned hereunder.

Zone/Centre	Nodal officer	E-mail	Contact No.
Uttar Pradesh	Mr. Vikas Sharma	vikas.sharma@shareindiafincap.co.in	+91 8130952924
Haryana	Mr. Arun Prasher	arun.prasher@shareindiafincap.co.in	+91 9041851666
Punjab			
Bihar	Mr. Anup Sharma	anup.sharma@shareindiafincap.co.in	+91 7536880880
Madhya Pradesh			
Odisha	Mr. Alok Pattanayak	alok.pattanayak@shareindiafincap.co.in	+91 9289110235

Whom to approach in case of an escalation?

The customer must check for the status of the complaint resolution at any of the channels mentioned above, if the resolution is not received and the designated time **(30 days)** has elapsed then other than the above mentioned escalation authority, the customer has an option to write to/contact Reserve Bank of India at the address/contact numbers/email id mentioned below:

Complaint lodging portal of the RBI Ombudsman: <https://cms.rbi.org.in>

Contact details of Centralised Receipt and Processing Centre (CRPC)

Email ID: crpc@rbi.org.in

Address: Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor, Sector 17,
Chandigarh – 160017

Toll Free Number - 14448

Department of “Non-Banking Supervision”

Reserve Bank of India
Delhi Regional office,
6, Sansad Marg,
New Delhi - 110001,
Contact No. +91-11-23325225
Email : rdnewdelhi@rbi.org.in

The complete scheme along with silent feature is available in Company website: <https://www.shareindiafincap.com/>