



SHARE INDIA FINCAP PRIVATE LIMITED

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

SHARE INDIA FINCAP PRIVATE LIMITED

At **Share India Fincap Private Limited** (“the Company”), we are committed to delivering a seamless experience to our customers. In the rare event of a grievance, we have established a well-defined and transparent mechanism to ensure prompt resolution.

Level 1: Customer Service Department (Initial Point of Contact)

Customers can register their **queries or complaints** through the following official channels:

-  **Call:** +91-9266732119
-  **Email:** info@shareindiafincap.co.in
-  **Website:** www.shareindiafincap.com

How to Lodge a Complaint:

Please share the following details to ensure your complaint is logged:

- **Loan Account Number (LAN)**
- **Complete description of the issue**
- **Your contact number**
- **Registered email ID**
- **Product details**

 ***Incomplete complaints will not be registered. Customers will be notified of any missing information.***

Response Timeline:

- Each complaint is unique and may take **up to 30 days** for a detailed response.
 - Upon registration, an **automated acknowledgment** with a **Reference Number** will be sent.
 - If a delay is anticipated, an **interim response** with the estimated time for resolution will be shared.
-

Level 2: Regional Escalation – Nodal Officers

If the resolution is unsatisfactory or delayed, customers may escalate the issue to the designated **Regional Nodal Officer** for their respective region:

|  Zone/Centre |  Nodal Officer |  Email |  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 |

Level 3: Escalation to Principal Nodal Officer (PNO)

If:

- No response is received within **30 days**, or
- The resolution is unsatisfactory at the regional level

You may escalate the matter to the **Principal Nodal Officer**:

-  **Name:** Mr. Krishan Pal Raghav
-  **Email:** krishna.raghav@shareindiafincap.co.in
-  **Contact:** +91-9266732119

Level 4: Final Escalation – Reserve Bank of India (RBI)

If your grievance remains unresolved and unsatisfactory even after approaching all the above channels, you may approach the **Reserve Bank of India (RBI)** under the **Integrated Ombudsman Scheme**.

RBI Ombudsman Complaint Portal:

-  <https://cms.rbi.org.in>

Contact Details – Centralised Receipt and Processing Centre (CRPC), RBI:

-  **Email:** 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 – RBI (for regulatory concerns)

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

Note:

The **Integrated Ombudsman Scheme**, along with key features and instructions, is also available on our website:

 <https://www.shareindiafincap.com>
