

Customer Grievance Redressal Mechanism

CUSTOMER LODGES COMPLAINT

Branch
Written /Oral

Website
“Lodge a complaint” Link

Call: +91-9266732119
Mail: info@shareindiafincap.co.in

LEVEL:1 Customer Service Department

- Automated Acknowledgement
- Reviews and resolves complaint within 30 days
- Communicates resolution to customer

Resolved?

No
Customer may escalate to

Yes
Complaint Closed &
Customer Notified

LEVEL:2 Regional Escalation – Nodal Officers

- Reviews unresolved complaint
- Communicates resolution to customer

Resolved?

No
Customer may escalate to

Yes
Complaint Closed &
Customer Notified

LEVEL: 3 Escalation to Principal Nodal Officer (PNO)

- Reviews unresolved complaint
- Communicates resolution to customer

Resolved?

No
Customer may escalate to

Yes
Complaint Closed &
Customer Notified

LEVEL: 4 Final Escalation – Reserve Bank of

- Portal – <https://cms.rbi.org.in>
- Email - crpc@rbi.org.in
- Helpline – 14448

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