

Complaint Handling Matrix



STEP 1

Customers can visit our nearby branches and submit the complaints or grievance in writing during office hours. Complaints will be logged in the complaint register maintained at our offices. Customers will be responded within 7 working days.



Branch Manager Contact Details

Branch Manager: Phone: Email:

If customer is satisfied, case closed. If customer is not satisfied or did not receive any response within 7 working days, proceed to Step 2.

If customer is not satisfied to Step 2.



STEP 2

If the customer is not satisfied with the resolution received, or did not receive any response within 7 working days, the customer can write, mail or call to the Grievance Redressal Officer of the company whose details are given below and will be addressed within 15 working days.



Grievance Redressal Officer: Mr Ajith Krishnan MV, Purvaja Fincap Pvt Ltd, 1st Floor, Gouri Chambers, Statue Junction, Tripunithura 600001

Mobile: 8606770481 Email: AJITH@PURVAJAFIN.COM



If customer is satisfied, case closed.

If customer is not satisfied or did not receive any response within 15 working days, proceed to Step 3.



STEP 3

If the customer is still not satisfied with the resolution received, or did not receive any response within 15 working days, he/she may approach the regulatory authority of Non Banking Financial Companies, ie Reserve Bank of India for redressal of his/her complaints at below address.

The General Manager,
Department of Non Banking Supervision,
Reserve Bank of India,
Fort Glacis, 16, Rajaji Road, Fort St George, Chennai,
Tamil Nadu 600001



For faster assistance, please include your complaint reference number and contact telephone number in all communications.

CUSTOMER GRIEVANCE REDRESSAL MECHANISM

In case of complaints/grievance, customers can use following grievance redressal options.

Step 1:

Customer can visit our branch offices and submit complaints/grievance in writing and get the complaint logged in the "Complaint & Grievance Register" maintained at our offices during the working hours (9.30 A.M to 5:30 P.M); Customers will be responded within 7 working days.

Contact Details of the Branch Manager

Phone:

Email:

Step 2:

If customer are not satisfied with the resolution received, or did not received any response within 7 working days you can write, mail or call to the Grievance Redressal Officer of the Company whose details are given below; Complaints/Grievance will be addressed within 15 working days.

Details of Our Grievance Redressal Officer

Mr Ajith Krishnan
Purvaja Fincap Private Limited
1st Floor, Gauri Chambers, Statue Jn, Tripunithura – 682301, Kerala
Mob: 86061 70481 email: ajith@purvajafin.com

Step 3:

If customer still not satisfied with the resolution received, or did not receive any response within 15 working days, he/she may approach to the regulatory authority of Non- Banking Financial Companies, i.e. Reserve Bank of India for redressal of his/her complaints at below address:

The General Manager,
Department of Non- Banking Supervision,
Reserve Bank of India,
Fort Glacis, 16, Rajaji Rd,
Fort St George,
Chennai, Tamil Nadu 600001

Alternatively, customers can also approach Banking Ombudsman of RBI