Process of Grievance Redressal

The Customers who have any Complaint, can follow the following process for its redressal:

Primary Level:

The Customers who intend to file a Complaint, may file their Complaint with the Company by using any of the following channels between 10:00 am to 5:30 pm on any working day of the Company and furnishing complete details in relation to such Complaint:

1. Register the Complaint in a complaint register / complaint box, which is available at the Registered Office and all regional / branch offices of the Company;

2. Email at: grm@grantechcapital.com.

If the Complaint is not resolved within 15 working days or Customer is not satisfied with the response or the resolution provided, the customer may approach

3. Call on +91- 9943040981 – MANOHARAN S- Director and Grievance Redressal Officer; or Write to him at the below mentioned address: Grievance Redressal Officer, GRANTECH CAPITAL INDIA PRIVATE LIMITED, No.157,7th Cross North Side, Aringar Anna Hudco Colony, Tatabad, Coimbatore -641012.

Secondary Level:

In case, the Complaint is not resolved within 30 working days from the date of filing of the Complaint or the Customer is not satisfied with the response or the resolution provided to the Customer by the Company, the customer may appeal under RESERVE BANK OF INDIA INTEGRATED OMBUDSMAN SCHEME, 2O21 in Annexure II and refer at https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021 121121.pdf – TO

The Officer In-Charge

Consumer Education And Protection Cell,

RESERVE BANK OF INDIA

Fort Glascis, Rajaji Salai,

Chennai - 600 001.

Phone Number: 044 - 25392412

Email: cepc.chennai@rbi.org.in

OR

The Officer In-Charge

Centralised Receipt and Processing Centre (CRPC),

RESERVE BANK OF INDIA

Central Vista, Sector -17, Chandigarh -160 017.

Toll Free Number: 14448

(Between 9.30 a.m. to 5.15 p.m.)

Email: crpc@rbi.org.in