

Customer Grievance Redressal Procedure

If a customer has any complaint regarding staff behavior or other issue, he/she may register his/her complaint with Sarwadi Finance Pvt. Ltd. through the following steps.

Level 1: Customer Service Department

Any customer who needs to raise a grievance or suggestion or query can get in touch with the Customer Service Department in the following helpline number/email.

Helpline No: 8902415100

E-mail ID: crm@sarwadi.in

Timings: 10:00 am - 5 pm (Monday to Friday)

Or, can use the Drop Box or Complaint Register by visiting the branch and drop in their grievance or can use the Complaint Register as maintained in the Branches.

Timings: 10:00 am - 5 pm (Monday to Friday)

Level 2: Registered Office through GRO

If you are not satisfied with the response from the Customer Service Representative or don't receive a response within 15 working days, you can write to the GRO.

Details of Grievance Redressal officer (GRO):

Mr. A Mondal

Phone: 9874721115

Email: care@sarwadi.in

Registered Office/Head Office Address:

31, Ganga Jamuna

28/1, Shakespeare Sarani,

Kolkata-700017

Timings: 10:00 am - 5 pm (Monday to Friday)

Level 3: MFIN/Sa-Dhan Helpline

A customer can escalate the grievance to SRO in case customer is not satisfied with the GRO in the following helpline number:

MFIN Toll Free Helpline Number: 1800 102 1080

Sa-Dhan's Toll Free Helpline No: 1800-425-0205

Level 4: Reserve Bank of India (RBI)

If you are still not satisfied with any of the above responses or do not receive a response from If a customer is not satisfied with the response received from any of the above then he/she may contact:

Registered Office:

Sarwadi Finance: 31, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 info@sarwadi.in www.sarwadi.in
Nipha Group: 48, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 nipha@niphaIndia.com www.niphaIndia.com

SARWADI FINANCE PRIVATE LIMITED

CIN: U67100WB2017PTC235052

RBI Helpline Number- 14448
Reserve Bank of India(RBI)
Department of Supervision
5th Floor, 15 Netaji Subhas Road
Kolkata-700001

Or, Click on this link to file a complaint with the RBI: <https://cms.rbi.org.in/>



Diksha Shah
(Managing Director & CEO)

Date: 29.08.2025
Place: Kolkata

Registered Office:

Sarwadi Finance: 31, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 info@sarwadi.in www.sarwadi.in

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