

## **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](mailto: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](mailto: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](mailto:info@sarwadi.in) [www.sarwadi.in](http://www.sarwadi.in)

**Nipha Group:** 48, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 [nipha@niphaindia.com](mailto:nipha@niphaindia.com) [www.niphaindia.com](http://www.niphaindia.com)

RBI Helpline Number- 14448  
Reserve Bank of India(RBI)  
Department of Supervision  
5<sup>th</sup> 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](mailto:info@sarwadi.in) [www.sarwadi.in](http://www.sarwadi.in)

Nipha Group: 48, Ganga Jamuna, 28/1, Shakespeare Sarani, Kolkata 700 017 (033) 4021 4300 [nipha@niphaindia.com](mailto:nipha@niphaindia.com) [www.niphaindia.com](http://www.niphaindia.com)

**SARWADI FINANCE PRIVATE LIMITED**

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