

GRIEVANCE REDRESSAL

DRP FINANCE will guide customers who wish to lodge a complaint and also provide guidance on what to do in case the customer is unhappy with the outcome.

After examining the matter, **DRP FINANCE** will send a response as soon as possible; **DRP FINANCE** will also guide a customer on how to take the complaint further if the customer is not satisfied.

A Principal/Nodal Officer has been appointed for the redressal of grievances of the customers including the borrowers, in connection with any matter pertaining to business practices, lending decisions, credit management and recovery.

In case of any complaint/grievance, the borrowers may contact to

1. Name of the Officer: Piyush Jain
2. Designation: Director
3. Telephone: 011-43785506
4. e-mail: info@drpfinance.com

All grievances shall be heard and disposed off by a person at least one level higher to the person / designation against / relating to whom the grievance is made. After examining the matter, it will be our endeavor to provide the borrower/applicant with our final or other response, within a period of one (1) months from receipt of such complaint / grievance.

If the complaint / dispute is not redressed within a period of one month, the customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI at:

Officer-in-Charge
Department of Non-Banking Supervision,
Delhi Regional Office,
6, Sansad Marg,
New Delhi-110001
Tel: (91-11) 23711333
Email : dnbsdelhi@rbi.org.in

The Nodal Officer shall periodically review the implementation and compliance with this code including the redressal of grievances periodically and in case at least once every calendar quarter. A report to this effect shall be provided by the Nodal Officer for perusal of the Board.