

How to lodge complaints at Dhansarthi

The Company is committed to ensuring the highest standards of customer service and satisfaction. In case of any grievance or complaint, customers may follow the below-mentioned escalation matrix for prompt resolution.

How to Lodge a Complaint

Customers may register their complaints through any of the following channels:

Level 1: Customer Care / Grievance Cell

Customers may lodge their complaint through:

- Telephone: +91 99934 44792 (between 9:00 AM to 6:00 PM on all working days, Monday to Friday)
- Email: compliance@dhansarthinbfc.in
- Website / Digital Channels: Through the official website or mobile application
- Postal Address:
 - Customer Service Department
 - 523, Omkar Summit Business Bay, Opp. Cinemax Cinema,
 - Andheri Kurla Road, Andheri (E),
 - Near Western Express Metro Station,
 - Mumbai, Maharashtra – 400093

Turnaround Time (TAT): Complaints shall be acknowledged and resolved within 10 working days from the date of receipt.

Level 2: Escalation Authority

If the complaint is not resolved within the stipulated time or the customer is not satisfied with the response, the complaint may be escalated to:

- Email: ruchi.vijay@dhansarthinbfc.in

Turnaround Time (TAT): Within 7 working days from the date of escalation.

Level 3: Principal Nodal Officer

In case the grievance remains unresolved or the customer is not satisfied with the resolution provided at Level 2, the matter may be escalated to the Principal Nodal Officer:

- Email: deepak.jain@finmen.in

Turnaround Time (TAT): Within 3 working days from the date of escalation.

Level 4: Reserve Bank of India – Integrated Ombudsman Scheme

If the complaint is not resolved within **30 days** from the date of lodging the complaint with the Company, or if the customer is not satisfied with the resolution provided, the customer may approach the **Reserve Bank of India (RBI) – Ombudsman** under the Integrated Ombudsman Scheme.

Complaints can be filed through:

- **Online:** <https://cms.rbi.org.in>
- **Email:** crpc@rbi.org.in
- **Toll-Free Number:** 14448 (9:30 AM to 5:15 PM)
- **Postal Address:**
 - Centralised Receipt and Processing Centre (CRPC)
 - Reserve Bank of India
 - 4th Floor, Sector 17
 - Chandigarh – 160017

Grievance Redressal Matrix

