KIYANSH FINANCE PRIVATE LIMITED

GRIEVANCE REDRESSAL MECHANISM

Customer Register Complaint

A

Sales /Accounts Manager/Phone/Email/Walk in

If not Resolved/Dissatisfied Escalate to B

Compliant acknowledged with a Ticket/Reference Number

Resolution Timeline:

Email/Walk-in: 10 working Days
accounts@kiyanshfinance.com
Call : 3 working Days
6360750196

B

Grievances Redressal Officer

Review entire case compliant and provides written response to the letter/email

If not Resolved Escalate to C

Resolution Timeline: 10 Working Days

Email :Compliance@kiyanshfiance.com

C

Principal Nodal Officer

Ensures Comprehensive Review and decision

If not Resolved Escalate to D

Resolution Time: 30 days

Email : finance@kiyanshfinance.com

D

RBI-Compliant to the Ombudsman(Via Daksh Portal)

File Complaint through the Daksh