

Grievance Redressal

Customers who wish to send in complaint/feedback over any issue can use the following channels.

LEVEL 1: Branch Manager :

Please contact Branch Manager at the respective branch explaining the details of the issues. Our branch manager will be glad to assist you.

Timings: 9 am to 5 pm on week days

LEVEL 2: Divisional Manager:

If you are not satisfied with the response received from the branch or if you don't receive a response in 7 working days, you can escalate your complaint to our Help Desk Executive, available on the phone to register your complaints

Contact No: +91 9733110620

E-mail: divisionalmanager@sarwadi.in

Timings: 9 am to 5 pm on week days

LEVEL 3: Corporate Office:

If you are not satisfied with the response received from the Divisional Manager or if you don't receive a response in 10 working days, you may contact Mr. Ravit Kyal , Authorised Person in the corporate office at the following address:

Flat No.31,

3rd Floor,

Ganga Jamuna Building,

28/1 Shakespeare Sarani,

Kolkata-700017

LEVEL 4: DNBS, Reserve Bank of India

If you are not satisfied with the response received from the Divisional Manager or if you don't receive a response in 15 working days, you may contact the Reserve Bank of India at the following address:

To

The General Manager

Department of Non Banking Supervision

Reserve Bank of India,

Pan Bazar, Station Road,

Guwahati – 781 001

For SARWADI FINANCE PVT. LTD.


Authorised Signatory

SARWADI FINANCE (P) LIMITED

Regd. Office : NH-31, Kalahabhang Chowk, P.O. Kalahbanga, Kalahbanga Barpeta, Assam-781315

Corp. Office : Flat No. 31, Ganga Jamuna, 3rd Floor, 28/1, Shakespeare Sarani, Kolkata - 700 017, T : 033 4021 4300

CIN : U67100AS2017PTC017859