

NARNOLIA CAPITAL ADVISORS PRIVATE LTD.
RBI Registration No. B.05.02568

Grievance Redressal Mechanism

The company has put in place a detailed process for redressal of the customer grievances.

In case of any complaint/ grievance, the client/ applicant / borrowers may contact the Company through anyone of the following channels:

Name of officer : Mr. Rajesh Pareek
Telephone : 033 4054 1823
E-mail : rpareek@narnolia.com
201, 2nd Floor, Marble Arch 236B A.J.C Bose Road
Kolkata - 700 020

All grievances shall be heard and disposed off within a maximum period of one month from receipt of such complaint / grievance.

In case the Client/borrower does not receive a response within the period as indicated above or if the borrower is dissatisfied with the response received from the Company, the borrower may escalate the complaint to the next level as indicated below –

Name of officer : Mohan Kumar
Telephone : 033 4054 1705
E-mail : mohan@narnolia.com

An assurance is given to the borrower that they would receive a response within 14 business days and due efforts will be taken to resolve the complaint well before that.

However, if the complaint/ dispute is not redressed within a period of one month, the borrower may appeal to Officer in Charge, Department of Non-Banking Supervision of Reserve Bank of India at the following address:

Reserve Bank of India, 5th Floor, 15 Netaji Subhas Road, Kolkata-700 001.