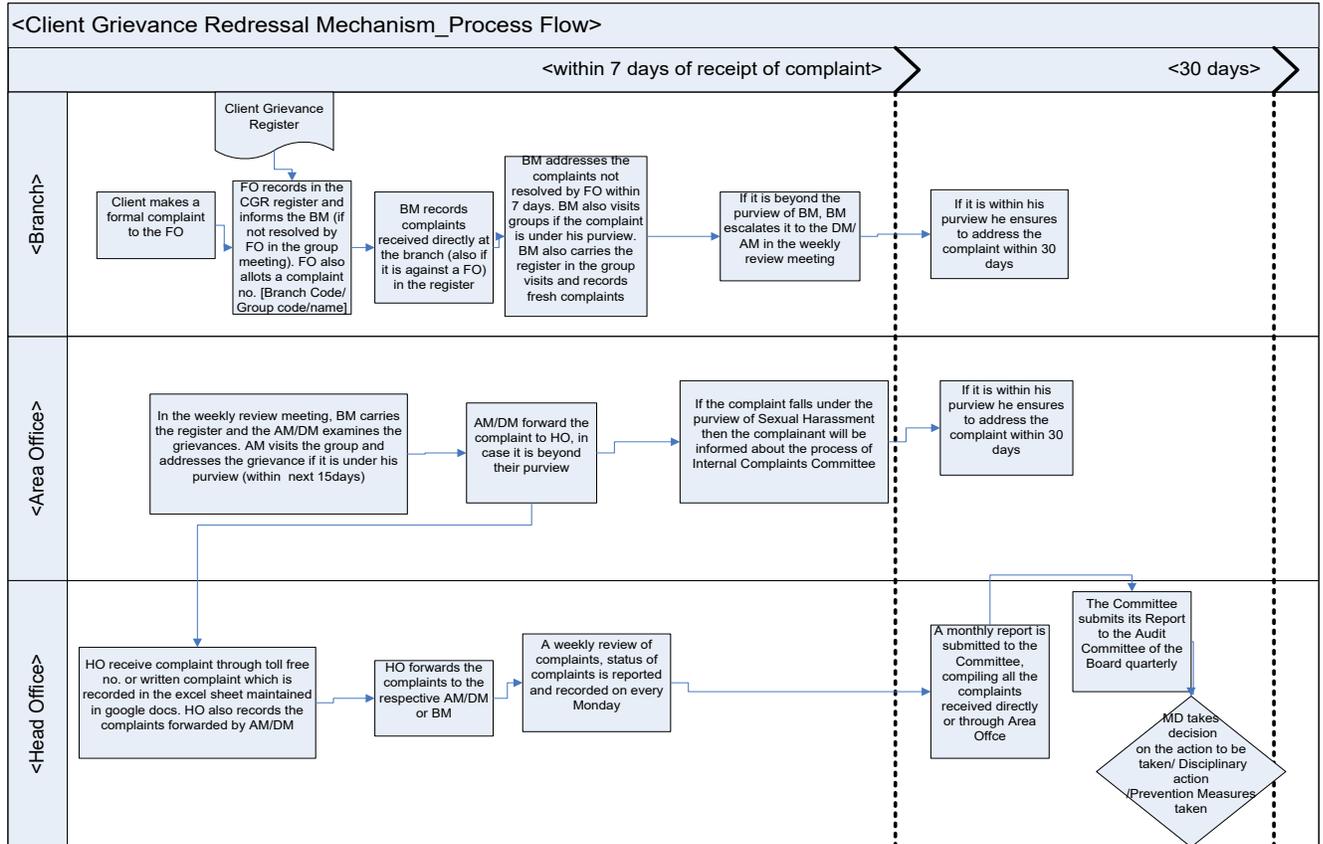


## GRIEVANCE REDRESSAL



1. The clients can give a written complaint and drop it in the Complaint Box at each Branch. These drop boxes are opened once in 15 days by the Area Manager/DM or the audit team and complaints are carried to the HO where the Grievance Redressal Committee does the investigation into the matters raised by the client.
2. The clients can call on the Toll Free Number provided in the Loan Card i.e. **18001231088** or phone no. **+91-7232999222**. The same is recorded by the person responsible which is reviewed and presented to the grievance redressal committee for redressal of grievances
3. The client can write a complaint and post it to the following address:
 

Grievance Redressal Officer  
Margdarshak Financial Services Ltd.  
118, Dayal Farms, Ganeshpur-Rehmanpur  
Chinhat-Dewa Road  
Lucknow-226019 (Uttar Pradesh)  
Email: [complaints@margdarshak.org.in](mailto:complaints@margdarshak.org.in).  
Ph: 18001231088/ +91-7232999222
4. In case, client is not satisfied with the resolution then the client can call Grievance Redressal Officer at MFIN (Self Regulatory Association for MFI's) on 18002700317/ 0124- 4212570.
5. In case, resolution is not provided to client within one month then the client can appeal to Department of Non-Banking Supervision, Reserve Bank of India, Regional Office, Mahatma Gandhi Road, Kanpur-208001 or call at 0512-2303277.