



Grievance Redressal Mechanism

1. How to log in a complaint/where can a complaint be made

Any customer having grievance/complaint/feedback with respect to the product and services offered by Manjira finance Private Limited (hereinafter referred to as 'the Company') may write to the Company's Customer Service Department through any of the following channels:

- Call at 040-23222331
- Email- contact@manjirafinance.com
- You may write a letter at the address- Manjira Finance Private Limited, 1-2-597/2, Baraf Bagh Colony, Domalguda, Himayatnagar, Hyderabad, Telangana 500029.
- Website- www.manjirafinance.com

2. How a complaint should be made:

Customers are requested to necessarily provide necessary loan details i.e Loan Account Number, Details of Feedback/ Suggestion/ Complaint and valid Contact Information including phone no. & e-mail ID while lodging a complaint with the Company.

3. When to expect a reply

The Company shall endeavour to address all queries/grievances within reasonable time and keep the customer informed about the status of their complaints. Each customer complaint being unique in nature, may take up to 4 weeks for complete resolution after investigation.

4. Whom to approach for redressal

Customers are requested to first raise their concerns through any of channels mentioned above. In case of delayed or no response from the respective channel within the specified timelines, such complaint may be escalated to the Grievance Redressal Officer of the Company whose details are as given below:

Grievance Redressal Officer

Name: Mr. G Preetham Reddy

Designation: Chief Financial Officer

Address: 1-2-597/2, Baraf Bagh Colony, Domalguda, Himayatnagar, Hyderabad, Telangana 500029

Mobile No.: [+91-8008553070](tel:+918008553070)

Email ID: preetham@manjirafinance.com

5. Escalation to the Reserve Bank of India

If the Customer doesn't receive any response from the Company within 1 month or is dissatisfied with the response received, he/ she may approach the Reserve Bank of India at the following address:

**Chief General Manager — In-charge,
Reserve Bank of India,
Department of Non-Banking Supervision,
6-1-56, Secretariat Road, Saifabad, Hyderabad — 500 004.
Contact Number: [040-23241270](tel:04023241270)
Email ID: dnbshyderabad@rbi.org.in**

**B. Jangi Reddy
Managing Director**