

Customer Grievance Redressal Mechanism

Agriwise Finserv Limited has put in place a Board-approved Customer Grievance Redressal Mechanism in accordance with the instructions issued by the Reserve Bank of India (RBI) and in compliance with the directions of the Hon'ble High Court of Delhi. The objective of this mechanism is to ensure prompt, effective and fair resolution of customer complaints.

Regulatory References:

RBI Letter No. CEPD.CO.PRS/S985/13-01-008/2023-24 dated November 07, 2024.

RBI Letter No. CEPD.CO.PRD1/S1127/13-01-008/2023-24 dated December 02, 2024

Procedure for Lodging a Complaint

Level 1:

The Borrower/Customer may register their query, request, or complaint in writing at the concerned branch of the Company in relation to any matter pertaining to business practices, lending decisions, credit management, recovery process, or requests for updating/altering credit information. Alternatively, they may email the details to service@agriwise.com.

On receipt of service request / complaint, an acknowledgement shall be given within 2 working days by us to the customer via e-mail/ letter by post/ SMS/any other form of legally valid electronic communication including WhatsApp.

All the disputes in relation to the products and services offered by the company shall be heard and disposed of within 15 working days from the date of the receipt of the complete details of the grievance.

Level 2:

In case the complaint is not resolved within the given time or if no replay is received within time or if the customer is not satisfied with the solution provided through above channel, the customer/borrower may approach the following escalation channel with the reference of earlier communication to the Grievance Redressal /Nodal Officer:

Grievance Redressal /Nodal Officer:

Mr. Vivek Joshi

Chief Operating Officer

Phone: ++91-22-61829700,

Address: Agriwise Finserv Limited,

Unit No. 802, 08th Floor, Marol Maroshi Road, Marol Naka,

Andheri East Mumbai 400 059.

Email: grievance@agriwise.com

AGRIWISE FINSERV LIMITED

CIN: U65999MH1995PLC267097

Registered and Corporate Office Address:

Unit No. 802, 08th Floor, Sumer Plaza, Marol Maroshi Road, Marol Naka, Andheri East, Mumbai 400059.

✉ info@agriwise.com | ☎ +91 022 61829700 | 📞 (022) 61829777

(Between 10:00 a.m. and 06:00 p.m. from Monday to Friday except on public and banking holidays).

We will make our best efforts to resolve customer's complaint at this level Response will be provided within 15 working days.

Level 3:

If a customer is not satisfied with the resolution provided through various channels or if the complaint/dispute is not redressed within a period of one working month, the customer may lodge their complaint to the Consumer Education and Protection Cell (CEP Cell) on the email id: crpc@rbi.org.in or on their online portal: <https://cms.rbi.org.in/>

The complaint shall contain the name and address of the complainant, the department against which the complaint is being made, and facts of the case supported by documents, if any, relied upon by the complainant.

Level 4:

Alternatively, the customer may appeal to the Officer-in-Charge of the Regional Office of Department of Non-Banking Supervision of RBI as per the following details under whose jurisdiction the Registered Office of the Company falls.

Department of Non-Banking Supervision

The Officer - in - Charge

Department of Non - Banking Supervision,
Reserve Bank of India,

3rd Floor, Near Maratha Mandir, Byculla, Mumbai
Central, Mumbai - 400008.

Tel: +91 22-23084121/ 23028436

Fax: +91 22-23022011

Email id- dnbsmro@rbi.org.in

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