



Process of Grievance Redressal

Customers who have any complaint, may follow the following process for its redressal:

Primary Level

Customers who intend to file a complaint, may do so with the company by using any of the following channels between 10:00 AM to 5:30 PM on any working day of the Company:

- Register the complaint in a complaint register/ complaint box, which is available at the Registered Office as well as all branch offices of the company;
- Email at customercare@vinata.in

If the complaint is not resolved within 15 working days or if customer is not satisfied with the response or the resolution provided, the customer may approach the Grievance Redressal Officer through any of the following channels:

- Call on +91-80967-98849 – Sowjanya Uttaradi;
- Write to them at the following address:
Grievance Redressal Officer
Vinata Finance Solutions Private Limited
6-3-347/5, Dwarkapuri Colony
Punjagutta, Hyderabad – 500082

Secondary Level

If the complaint is not resolved within 30 working days from the date of filing of the complaint or the customer is not satisfied with the response or resolution provided. The customer may appeal under Reserve Bank of India Integrated Ombudsman Scheme 2021, by writing to/ contacting:

The Officer-In-Charge
Consumer Education and Protection Cell
Reserve Bank of India
6-1-56, Secretariat Road
Saifabad, Hyderabad – 500004
Phone Number: 040-23232016
Email: cepc.hyderabad@rbi.org.in

The Officer-In-Charge
Centralised Receipt and Processing Centre
Reserve Bank of India
Central Vista, Sector – 17
Chandigarh - 160017
Toll Free Number: 14448
Email: crpc@rbi.org.in