

Customer Grievance Redressal Contact Details

Matric	Authority	Name of the Authority	Contact Details
Level 1	Customer Support	Mr. Vijay MK	Email: info@edgrofin.com Tel: +91-7412812312
Level 2	GRO (Grievance Redressal Officer) Cum PNO (Principal Nodal Officer)	Mr. Guru Prasad	If unsatisfied with the resolution provided at L1, email details of the Grievance at gro@edgrofin.com
Level 3	Reserve Bank of India (RBI)	NA	If the complaint remains unresolved after 30 calendar days or the customer is not satisfied with the Level 2 resolution, the matter may be escalated to the RBI CMS Portal: https://cms.rbi.org.in

Additional Information

As each customer's query or complaint may vary in nature, the resolution may take up to 4 weeks following an internal investigation. In case additional time is required, the Company will inform the customer accordingly.

Walk-In Grievance Redressal: Customers are welcome to visit our branch to have their grievances addressed in person.

Grievance Redressal Day: Every *2nd Monday* of the Month.

Working timings

Monday to Friday between **9:30 A.M. and 6:30 P.M.** (*Second Saturday of every month will be a holiday*).