

CUSTOMER GRIEVANCE REDRESSAL ESCALATION MATRIX

Edgro Finance Private Limited

Alternative channels for raising complaints

Walk-In (Office Visit)

Monday-Saturday, 9:30 AM-6:30 PM (2nd Saturday closed)

Address: Edgro Finance Private Limited,
2nd Floor, No: 1614/1615, Enzyme,
7th Cross, 19th Main Road, Sector 1,
HSR Layout, Bengaluru – 560102

Website Grievance Redressal Form (GRF):
<https://www.edgrofin.com/grievance-redressal>

Progressive Escalation

Customers may escalate their grievance progressively through the levels below.

LEVEL 1	Customer Support Team	info@edgrofin.com +91-7412812312
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LEVEL 2	Grievance Redressal Officer Mr. Vijay MK	gro@edgrofin.com +91-7412812312
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LEVEL 3	Principal Nodal Officer Mr. Guru Prasad	pno@edgrofin.com +91-7412812312
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LEVEL 4	Reserve Bank of India (RBI)	If unresolved/dissatisfied within 30 days RBI CMS Portal: https://cms.rbi.org.in Or via post / courier Centralized Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector -17, Central Vista, Chandigarh - 160017

Escalation flow: Level 1 → Level 2 → Level 3 → Level 4 (RBI, if unresolved/dissatisfied within 30 days).

Note: Customers are requested to follow the escalation levels sequentially. The RBI CMS Portal may be approached where the grievance remains unresolved/dissatisfied within 30 days.