IKF Finance Limited – Grievance Redressal Flow Chart

Aggrieved Person / Customer

▼

Branch Office	Email	Website	Toll-free
	contact@ikffinance.com	www.ikffinance.com	1800 309 3090

▼

Complaint logged
First Response within 72 hours

▼

Dispute / Grievance Redressal Hierarchy – Resolution time

Branch Manager / In-charge
0 – 3 days

▼

Area Manager
0 – 7 days

▼

State Head / Associate Vice President
0 – 10 days

▼

National Head / Vice President
0 – 15 days

▼ *Not satisfied / no response within 15 working days*

Nodal Officer – Shailendra Kumar Lath
nodalofficer@ikffinapp.com | 040-69268899
Corporate Office, 11th Floor, Tower-3, Equinox by Phoenix, Gachibowli, Hyderabad – 500 032

▼ *Unresolved even after 30 days*

RBI Ombudsman
Portal: cms.rbi.org.in | crpc@rbi.org.in
CRPC, RBI, 4th Floor, Sector 17, Chandigarh – 160017

▼ *Aggrieved by Award*

Appellate Authority
appeal within 30 days of receipt of Award