

Customer Grievance registration and resolution process

In case of grievance/feedback, customer can register the same thro' the following modes for getting suitable resolution.

1. Contact the Regional Manager of Sakthi Finance Ltd., related to the location where the customer is currently getting serviced, to resolve the grievance/feedback at first level.

If the complaint is not addressed within a fortnight, Customers can escalate the complaint through dedicated Toll-free numbers given below at next level.

HP Loan service-related complaints : 1800 1030 120 or 88709 33099
Deposit /NCD service-related complaints : 7397730308

2. Customers can choose to complaint /communicate feedback to Nodal officer through dedicated e mail id of the company at customercomplaints@sakthifinance.com. Alternatively, write to the Nodal officer and post to Corporate office communication address:

Sakthi Finance Ltd.
No.62, Dr.Nanjappa Road,
Coimbatore – 641 018. Tamil Nadu.

3. Contact details of the Nodal officer during office hours on all working days.

Dr.K.Natesan, President (OSM)
Nodal officer,Sakthi Finance ltd,62.Dr.Nanjappa road, Combatore -18
Phone: 0422-2231471 or +91 88700 03396
Email-id: nodalofficer@sakthifinance.com

4. Contact details of RBI Appellate Authority during office hours on all working days.

General Manager
Department of Non-banking supervision
Reserve Bank of India
Regional office
Fort Glacis, 16, Rajaji Salai
Chennai – 600 001.
Phone: 044 – 25395964
Email-id: dnbschennai@rbi.org.in