

Customer Grievance registration and resolution process

In case of grievance/feedback, customers can register the same through 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	73977 30308

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 Registered Office communication address:

Sakthi Finance Limited
CIN: L65910TZ1955PLC000145
Regd Office: 62, Dr. Nanjappa Road
Coimbatore – 641 018
Tamil Nadu
Tel No: (0422) 4236200
Fax : (0422) 2231915
Email id: sakthif_info@sakthifinance.com
Website: www.sakthifinance.com

3. Grievance Redressal Officer

Mr. Vivek Chandrasekaran
Deputy General Manager (OPEX)
Sakthi Finance Limited
62 Dr. Nanjappa Road
Coimbatore – 641 018
Contact Number: (0422) 2231471 to 475

4. Contact details of the Nodal Officer during office hours on all working days.

Dr. K. Natesan, President (OSM)
Nodal Officer
Sakthi Finance Limited, 62, Dr. Nanjappa Road, Coimbatore -641 018
Phone: (0422) 2231471 or +91 88700 03996
Email id: nodalofficer@sakthifinance.com

5. 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

