



ESCALATION MATRIX FOR GRIEVANCE REDRESSAL

Level	Time Frame	Concerned Person	Contact Details
Level 1	Immediate	Branch Manager	
		Regional Manager	
		Divisional Manager	
		Zonal Manager	
Level 2	Within 3 days	Head Office	Ms. Soma Dey- Front Desk Officer Ph: 033 -2357 8508/8518; +91-8584041504 Toll Free- 1800 1201 15566
Level 3	Within 10 days	Grievance Redressal Officer	Ms. Sadiyah Zaheer- Company Secretary Mob: +91-7605078059
Level 4	Within 15 days	MFIN	Toll Free – 1800 102 1080
Level 5	Within 30 days	Reserve Bank of India	To, The Officer-in-Charge, Department of Non Banking Supervision, Reserve Bank of India, No.15, Netaji Subhas Rd, Fairley Place, B.B.D. Bagh, Kolkata, West Bengal 700001