

## CUSTOMER GRIEVANCE REDRESSAL MECHANISM

Jayshree Credit Services Private Limited | Kite Finance

### **PART I — COMPLAINT ESCALATION FRAMEWORK**

#### **LEVEL 1 - CUSTOMER SUPPORT**

**Email: [info@kitefinance.in](mailto:info@kitefinance.in)**

If the Customer Support team is unable to resolve your grievance to your satisfaction within 7 working days from the date of lodging the complaint, please escalate the matter to Level 2.



#### **LEVEL 2 - GRIEVANCE REDRESSAL OFFICER**

**Name: Ms. Mittal Panchal**

**Email: [gro@kitefinance.in](mailto:gro@kitefinance.in)**

**Phone: +91 6366452827**

If your grievance remains unresolved or you are not satisfied with the response within 7 working days from the date of escalation, please escalate the matter to Level 3.



#### **LEVEL 3 – DIRECTOR - GRIEVANCE ESCALATION**

**Email: [managingdirector@kitefinance.in](mailto:managingdirector@kitefinance.in)**

If your grievance remains unresolved for 30 days from the date of the original complaint, or you are not satisfied with the Company's final response, you may approach Level 4.



#### **LEVEL 4 - RBI INTEGRATED OMBUDSMAN SCHEME**

**CMS Portal: <https://cms.rbi.org.in>**

**Email: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)**

**Post / Physical: Centralised Receipt & Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh - 160017**

**Toll-Free: 14448 (9:30 AM – 5:15 PM)**