

GRIEVANCES REDRESSAL MECHANISM



LEVEL 1

General

Borrowers may contact our customer support via their registered email ids:

Write to us at - SG Finserve Limited 35-36, Kaushambi Near Anand Vihar Terminal, Ghaziabad, Uttar Pradesh-201010

Email- customerservicedesk@sgfinserve.com
Contact- +91-9205556122
Time: 10:00 am to 6:00 pm
(Monday to Friday)

If the resolution provided at Level 1 does not meet your expectation, you can approach our Grievance Redressal Officer.



LEVEL 2

Grievance Redressal Officer

Ms. Doli Saini
Email- gro@sgfinserve.com
Contact- +91- 9910627233

If the resolution provided at Level 2 does not meet your expectation, you can approach our Principal Nodal Officer



LEVEL 3

Principal Nodal Officer

Mr. Anshul Manchanda
Email- principal.nodal@sgfinserve.com
Contact- +91-8586944917

If the customer's query or complaint is not resolved within a period of one month from date of complaint the customer may also approach the RBI Ombudsman / Regional Office of Dept. of Supervision - RBI



LEVEL 4

RBI

Reach out to RBI through [CMS Portal](#)

Email: crpc@rbi.org.in

Centralized Receipt and Processing Centre (CRPC)
Reserve Bank of India,
Central Vista, Sector 17,
Chandigarh-160017