

GRIEVANCE REDRESSAL MECHANISM

In case of any complaint/grievance, the applicant/borrowers will have to inform in writing to the concerned branch. The Branch Officials shall immediately take up the matter for redressal as per the Fair Practice Code. In case the complaint remains unresolved, the borrower shall write to Zonal Office Level.

All disputes in relation to the products and services shall be heard and disposed off within 30 days from the date of receipt of the complete details in respect of the grievance.

In case the response from Branch Official or Zonal Office Level is unsatisfactory or no response is received, the complaint should be escalated to

Name and Address of Grievance Redressal/Nodal Officer:

Mr. Mahesh Pradeep Bhatia
StarAgri Finance Limited
601-604, A-wing, Bonanza Building, Sahar Plaza,
J.B. Nagar Metro Station, J.B. Nagar,
Andheri East, Mumbai – 400059.
Phone- 022-40467777
Email id- grievance@staragrifinance.com

In case the borrower is not satisfied with the decision of the Grievance Redressal Officer of the Company or his complaint/dispute is not resolved within 30 days, he may approach the Officer in Charge of the Regional Office of Department of Non-Banking Supervision of RBI at the address given below:

Department of Non-Banking Supervision,

RESERVE BANK OF INDIA,
Mumbai Regional Office,
3rd floor, Opposite Mumbai Central railway station,
Near Maratha Mandir, Byculla,
Mumbai - 400008, Maharashtra