



NAMRA FINANCE
Wholly Owned Subsidiary of Arman Financial Services Ltd



Namra Finance Limited

GRIEVANCE REDRESSAL MECHANISM

Namra Finance Limited has set up the grievance redressal mechanism to help customers to redress and resolve their grievances.

The Company has appointed a grievance redressal officer / principal nodal officer to whom all the complaints by the customers need to be addressed.

Mr. Kamlesh Garg shall be the grievance redressal officer / principal nodal officer of the Company.

The Customer will have to send all the relevant details and nature of complaints to the grievance redressal officer / principal nodal officer.

On receipt of the complaint, after due verification and enquiry on the veracity of the case, the grievance redressal officer / principal nodal officer shall arrive at the decision based on the facts of the case. Such decision shall be communicated by the grievance redressal officer / principal nodal officer to the Complainant.

In case the complainant is not satisfied with such a decision, he can approach the RBI ombudsman.

The Contact details of the grievance redressal officer / principal nodal officer of the Company:

Mr. Kamlesh Garg

Grievance Redressal Officer / Principal Nodal Officer Of The Company

Namra Finance Limited 502-503, Sakar- III,

Opp. Old High Court, Off Ashram Road,

Ahmedabad-380014 Gujarat

Email: kamleshgarg@armanindia.com Phone:079-40507000

Toll Free No :1 800 10 27626

Microfinance Institutions Network (MFIN) Toll Free No :18001021080



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THE CONTACT DETAILS OF THE RESERVE BANK OF INDIA

Reserve bank of India

Department of Supervision, 4th Floor, River front House,

Behind H.K. Collage, Ahmedabad-380009

Phone: + 91 79 27545652, 27540581, Fax: 27541422

Email: dosahmedabad@rbi.org.in