

## Flow chart – Grievance Redressal and Escalation Mechanism

Level 1 complaints are handled within 3 weeks

Complainant should not write directly to Level 2

Complainant should not write directly to Level 3.

If No response or unsatisfactory response is received by complainant in 30 days



### Level 1

#### Contact Vivriti Capital

Name of the Grievance Redressal Officer: Ajit K Menon, Head and Vice President Operations.

• Address: Prestige Zackria Metropolitan, No.200/1-8, 2nd Floor, Block 1, Anna Salai, Chennai, Tamil Nadu 600002

• Contact Details (Telephone/Email):  
044 40074800/01

[grievanceredressal@vivriticapital.com](mailto:grievanceredressal@vivriticapital.com)  
; [Ajitkumar.Menon@vivriticapital.com](mailto:Ajitkumar.Menon@vivriticapital.com)



### Level 2

#### Internal Ombudsman

Complaint is auto-escalated if it is partly / wholly rejected at Level 1.



### Level 3

#### MD & CEO

Cases move here only when the Company disagrees with the Internal Ombudsman's decision.



### Level 4

#### RBI Ombudsman

Approach RBI if you are not satisfied or if there is no response within 30 days.

Complainant may:

- Visit RBI CMS Portal: [cms.rbi.org.in](https://cms.rbi.org.in)
- Send Email to: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)
- Write to Centralized Receipt and Processing Centre (CRPC) has been set up at RBI, Chandigarh

*RBI filing timeline: Within 1 year of reply, or 1 year + 30 days from date of complaint to Vivriti Capital if no reply is received.*