Grievance Redressal Mechanism

This mechanism lays down the procedure to address and resolve the genuine concerns or disputes received from the customers of the Company in relation to matters pertaining to business practices, lending decisions, credit management and recovery decisions.

1. If complaint is received in writing or over phone, customer's grievances will be recorded by the Company.

2. Company will endeavor to sort out the matter within fifteen days of receipt of a complaint.

3. The grievance redressal mechanism within the organisation will be explained to the customer to resolve any dispute, such a mechanism would ensure that all disputes arising out of decisions of our functionaries are heard and disposed off at least at the next higher level.



The Company has appointed a Grievance Redressal Officer who can be approached by the public for resolution of complaints against the Company as per the details given below.
The customer can write their complaints to the Grievance Redressal Officer via email at the above stated Email ID

Contact details for Complaint Redressal Mechanism

Particulars	Grievance Redressal Officer & Nodal Officer for CICs
Name	Ms. Shikha Sharma, Company Secretary and Compliance Officer
Address	A. K. Capital Finance Limited, 601-601-602, 6th Floor, Windsor, Off. CST Road, Kalina, Santacruz (East), Mumbai - 400 098
Tel no.	+91-22-67546500
Email ID	nodalofficer.akcfpl@akgroup.co.in



The customer does not obtain satisfactory resolution of the grievances, the same can be escalated to the Reserve Bank of India at the below mentioned address:

Regional Office of Reserve Bank of India:
Department of Supervision,
Reserve Bank of India,
3rd Floor, World Trade Centre, Cuffe Parade, Colaba, Mumbai - 400 005

Note:

The Customer may obtain for a copy of the following from the Reception:

a. Fair Practices Code & Grievance Redressal Mechanism of the Company.

b. Company's Policy on Interest Rates charged.

c. All the places/ branch where business of the Company is transacted, a notice shall be displayed mentioning the details of the Grievance Redressal Officer of the Company.

If the complaint/ dispute is not redressed within a period of one month, the customer may submit the complaint on the **Complaint Management System** portal of Reserve Bank of India (RBI).



The Ombudsman Scheme for NBFCs is an initiative by the Reserve Bank of India (RBI) that offers customers an accessible platform to address and resolve their service-related concerns.

Any customer who is dissatisfied by any shortcomings in the company's service, whether by action or omission, may file a complaint under the Scheme. This can be done either directly or through an authorized representative as defined under clause 3 (1) (c) of the Scheme. A copy of the Scheme is available on the website of the Company at below link:

https://www.akgroup.co.in/docs/INTEGRATED-OMBUDSMAN-SCHEME-2021.PDF