



GRIEVANCE REDRESSAL MECHANISM

(In terms of Scheme of Payment of Ex-Gratia to Eligible Borrowers launched by Ministry of Finance, Government of India vide Circular dated October 23, 2020)

1. In case of any queries/grievances pertaining aforementioned Scheme, please contact us in an of the following ways:
 - Call us on 022 6680 8308
 - Email us at param.iyer@infina.in
2. For any grievance under the Scheme, you are requested contact the Grievance Redressal Officer whose co-ordinates are given below. Alternatively, you may send a written communication to our office at the following address:

Grievance Redressal Officer

Mr. Parameshwaran Ramaswamy

Infina Finance Private Limited
7th Floor, Dani Corporate Park,
158, C.S.T. Road, Kalina,
Santacruz (East), Mumbai – 400 098.

Phone: (022) 6680 8308

Email: param.iyer@infina.in

3. In case you are not satisfied with the decision of the above or have not received any response with 14 working days, you may escalate your grievances to the Nodal Officer.

Nodal Officer: Mr. Harish Shah

Email: harish.shah@infina.in

Phone: (022)- 6680 8380

Address : 7th Floor, Dani Corporate Park,
158, C.S.T. Road, Kalina,
Santacruz (East), Mumbai – 400 098.

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