

CUSTOMER GRIEVANCE REDRESSAL FLOWCHART CRESCENTIS CAPITAL LIMITED

STEP 1 LODGE YOUR COMPLAINT

**Email to GRO / Written Complaint at Registered Office
Acknowledgement within 3 Calendar Days**

LEVEL 1 GRIEVANCE REDRESSAL OFFICER (GRO)

**Email: cgro@crescentis.in
Phone: 040-45267248 / +91-7032058922
Attempt Resolution**

LEVEL 2 PRINCIPAL NODAL OFFICER (PNO)

**Email: cgro_nodal@crescentis.in
Resolution within 30 Calendar Days
(from initial receipt)**

ESCALATION TO RBI - INTEGRATED OMBUDSMAN SCHEME, 2021

RBI CMS Portal: <https://cms.rbi.org.in>

**Consumer Education and Protection Cell
Reserve Bank of India
6-1-56, Secretariat Road
Saifabad, Hyderabad - 500004**

**Complaint to RBI only after exhausting the
Company's internal grievance mechanism.**