

Grievance Redressal Procedure at NIRANTARA FINACCESS

Customers who wish to submit complaint/feedback on any matter are requested to contact following:

LEVEL-1: Branch Staff

Please contact Field Executives / Assistant Branch Manager / Branch Manager at the branch or you can call them at branch landline number. Branch landline number is mentioned in Center Register / File.

Timings: 11.30 am to 6 pm on working days

LEVEL-2: Customer Care Help Desk

If you are not satisfied with the response received from the branch or if you don't receive a response in 6 working days, please call our Customer Care Help Desk representatives available on the phone to register your complaints/feedback

Toll Free Helpline No: 1800 274 9959

Timings: 9.30 am to 5.30 pm on working days

LEVEL-3: Grievance Redressal Officer

If you are not satisfied with the response from customer service helpdesk or if you don't receive a response within 6 working days, please call or write to Grievance Redressal Officer. You will receive a response within 6 working days of Grievance Redressal Officer receiving the complaint.

Customer Grievance Redressal Officer

Ullas Mahesh Kooli
Nirantara FinAccess Pvt. Ltd
No. 201, 2nd Floor, 60 Feet Shankar Nagar Main Road,
Above State Bank of India, Nandini Layout PO,
Bengaluru 560096, Karnataka, India
Phone: 080-23570123

Customers can call us to complain anonymously.

The Regional Nodal Officer - IDBI BANK.