

# SURAKSHA ARC

Customer Grievance Redressal Mechanism

## RBI COMPLIANCE REFERENCE

**Reference:** CO.CEPD.PRS.No.S863/13-01-008/2025-2026, dated December 9, 2025

In compliance with the directions of the Hon'ble High Court of Delhi issued in the matter of W.P.(C) 16659/2022 & CM APPL. 52510/2022, and as per RBI circular letters CEPD.CO. PRS/S985/13-01-008/2023-24 dated November 07, 2024, and CEPD.CO. PRD1/S1127/13-01-008/2023-24 dated December 02, 2024, Suraksha ARC hereby displays the below flowchart in the 'Complaints' section of its website, clearly outlining the grievance redressal procedure, escalation mechanism, and hierarchy of officers responsible for handling consumer grievances.

## LODGE A COMPLAINT ONLINE

Click the link below to submit your complaint:

<https://form.jotform.com/260891353594062>

## COMPLAINT ESCALATION FLOWCHART

The following flowchart depicts the step-by-step escalation mechanism for lodging and resolving customer grievances:

### STEP 1: Grievance Redressal Officer | Within 30 Working Days

As a first point of contact, Borrowers / Complainants may register their grievance (including issues relating to services provided by outsourced agency and recovery agents, if any) by reaching out to the Grievance Redressal Officer. All complaints received shall be resolved within the timeframe of **30 (thirty) working days** of receipt.

**Name:** Ms. Purva Gaikwad

**Designation:** Chief Grievance Officer

**Email:** [grievanceredressal@surakshaarc.com](mailto:grievanceredressal@surakshaarc.com)

**Address:** Suraksha Asset Reconstruction Limited, ITI House, 36 Dr. R.K. Shirodhkar Road, Parel East, Mumbai – 400012

**Contact No:** 022 69093633

*Borrowers shall ensure that they quote their application no. / sanction no. / loan account no. in every correspondence regarding their complaint.*



STEP 2: Reserve Bank of India (RBI Ombudsman) | If unresolved beyond 30 working days

If the stakeholder / borrower is not satisfied with the resolution provided by the Company, or does not hear from the Company within the period of **30 (thirty) working days**, the grievance may be escalated to the Regulator through the online CMS portal or at the address below.

The Officer In-charge,  
Reserve Bank of India, Mumbai Regional Office,  
Shahid Bhagat Singh Road, Kala Ghoda, Fort, Mumbai,  
Maharashtra 400001, India

Tel: +91 22 – 2270 4715 | Fax: +91 22 – 2265 0058

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

Toll-Free: 14448 | Email: [cms@rbi.org.in](mailto:cms@rbi.org.in)

Post: Centralised Receipt and Processing Centre, RBI, 4th Floor, Sector 17,  
Chandigarh – 160017

---

*This disclosure is made in compliance with RBI Circular CO.CEPD.PRS.No.S863/13-01-008/2025-2026 dated December 9, 2025, and as per the directions of the Hon'ble High Court of Delhi in W.P.(C) 16659/2022. Compliance filed via DAKSH portal of RBI.*