

Grievance Redressal Mechanism – Escalation Matrix

Level 1 – Customer Service Team

When to Contact	The Customers can reach out to the Customer Service team for all their grievances, queries, or service-related issues.
Contact Details	<ul style="list-style-type: none"> • Email: support@dspfin.com • Phone: 022-41484529 • Website: https://dspfin.com/

Level 2 – Grievance Redressal Officer (GRO)

When to Contact	<ul style="list-style-type: none"> ➤ If the response at Level 1 is unsatisfactory or no response is received within the stipulated time. ➤ You may escalate the matter to the Grievance Redressal Officer through any of the access channels listed below: <i>(Applicable when level-wise escalation is followed)</i>
Contact Details	<ul style="list-style-type: none"> • Name: Nikhil Vibhuti • Email: grievance.officer@dspfin.com • Phone: 022-41484529 • Website: https://dspfin.com/

Level 3 – Principal Nodal Officer, CGRO – Chief Grievance Redressal officer)

When to Contact	<ul style="list-style-type: none"> ➤ If the issue remains unresolved or unsatisfactory after Level 2. ➤ You may escalate the matter to our Principal Nodal Officer through any of the access channels listed below: <i>(Applicable when level-wise escalation is followed)</i>
Contact Details	<ul style="list-style-type: none"> • Name: Sahib Pahwa • Email: pno@dspfin.com • Phone: 022-41484529 • Website: https://dspfin.com/

Level 4 – Complaint Management System (“CMS”) Portal

If the complaint / dispute is not redressed within a period of 30 days or if customer is not satisfied with the resolution provided, the customer may lodge complaint on the RBI - Complaint Management System (“CMS”) Portal
(Applicable when level-wise escalation is followed)

Complaint Management System (“CMS”) Portal	<ul style="list-style-type: none"> • Website: https://cms.rbi.org.in • Email: crpc@rbi.org.in • Write to: Centralized Receipt and Processing Centre (CRPC), Reserve Bank of India, Central Vista, Sector 17, Chandigarh - 160017
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Our Commitments

- Timely resolution of grievances
- Transparent communication at every stage
- Easy access through multiple channels
- Customer first approach in handling concerns

The customers can access the Grievance Redressal policy on the Company website: <https://dspfin.com/policies-and-disclosures/policies/>