

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: Concerned Officer / Branch |

As a first point of contact, customers may approach their Concerned Officer or walk into the nearest branch to register their complaint. All complaints received at this level shall be resolved within **30 days** of receipt.



STEP 2: Grievance Redressal Officer |

In case the complaint remains unresolved, it may be escalated to the Grievance Redressal Officer within 10 working days at grievanceredressal@surakshaarc.com



STEP 3: RBI Ombudsman

If complaint remains still unresolved

RBI Ombudsman Contact:

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

Toll-Free: 14448 | Email: 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.