

Grievance Redressal Policy

Customers who wish to provide feedback or send in their complaints may use the following channels between 10:00 AM and 6:30 PM, from Monday to Saturday (except on public holidays):

Level 1

- A. Complaints can be handed over at:
Progcap (Desiderata Impact Ventures Private Limited)
Habitat India, Ladli foundation trust
C-3, Block – C, Qutab Institutional Area
New Delhi, Delhi - 110016
- B. Call the Customer Service Helpline on 8929124124
- C. Email at support@progcap.com

Level 2

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channels, the customer may approach the following grievance redressal officer with reference of the earlier communication:

Name of the Grievance Redressal Officer: Rishi Bhasin

E-mail address: grievance.officer@progcap.com

Level 3

If a customer is not satisfied with the resolution provided through various channels or if the complaint/dispute is not redressed within 30 days, he/she can lodge a complaint under the Reserve Bank – Integrated Ombudsman Scheme (RB-IOS)

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

Address:

Centralised Receipt and Processing Centre' (CRPC) set up at RBI, 4th Floor, Sector 17, Chandigarh - 160017.

Phone: #14448 (currently available from 9:30 am to 5:15 pm on working days)

Email id: crpc@rbi.org.in