



JSS Investment and Finance Pvt Ltd

GRIEVANCE REDRESSAL MECHANISM

In case your concern is not resolved, you may contact the levels below and wait for a resolution as per the Turnaround-Time mentioned.

LEVEL 1

General

Customer Care Team

✉ Support@jssfinance.com

🕒 Mon–Sat: 10:00 AM – 6:00 PM | Sunday: Closed

Registered Office:

277, B. B. Ganguly Street, 1st Floor,
Room No. 106, Kolkata – 700012,
West Bengal, India.

Branch Office:

ICS Square, Ground Floor, No. 57,
8th Main Road, Near SBI,
3rd Phase J.P. Nagar,
Bengaluru – 560078, Karnataka, India.

If unresolved at Level 1, approach the Grievance Redressal Officer.

LEVEL 2

Grievance Redressal Officer

Mr. Mehul Jain

✉ gro@jssfinance.com

☎ + 91 – 99807 50044

If the resolution provided at Level 2 does not meet your expectation, you can approach our Principal Nodal Officer.

LEVEL 3

Principal Nodal Officer

Mr. Jitendra Agarwal

✉ Principalnodal@jssfinance.com

☎ + 91 – 99807 50044

If the customer's query is not resolved within one month from date of complaint, the customer may also approach the RBI Ombudsman / Regional Office of Dept. of Supervision – RBI.

LEVEL 4

RBI

Reserve Bank of India

Reach out to RBI through the CMS Portal

✉ crpc@rbi.org.in

🔗 [CMS Portal](https://cms.rbi.org.in) (cms.rbi.org.in)

Centralised Receipt and Processing Centre (CRPC)

Reserve Bank of India, Central Vista,
Sector 17, Chandigarh – 160017

Escalation Flow: Level 1 (Customer Care) → Level 2 (GRO – Mr. Mehul Jain) → Level 3 (PNO – Mr. Jitendra Agarwal) → Level 4 (RBI Ombudsman)

You can access our Grievance Redressal Policy on our official website: www.jssfinance.com