



**Grievance Redressal Officer of Svatantra Microfin Private Limited**

Mr. Anupam Mishra

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If the resolution is not provided within 30 days from raising the grievance, or if the complainant is dissatisfied with the resolution, they have the option to escalate the matter to:

**RBI - Ombudsman**

The Ombudsman

Centralized Receipt and Processing Centre (CRPC) Reserve Bank of India,  
Central Vista, Sector 17, Chandigarh – 160 017

**Email:** [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

**Web:** <https://cms.rbi.org.in>

