



CUSTOMER HAS A GRIEVANCE/COMPLAINT/FEEDBACK

LEVEL-1: INITIAL COMPLAINT SUBMISSION (WITHIN 30 DAYS OF GRIEVANCE)

THROUGH ANY ONE CHANNEL: -

Corporate Office: – Unit No.
Silver 27/01 and 27/02 Wave One,
Block L, Sector 18, Noida,
Gautam Buddha Nagar, Uttar
Pradesh- 201301

Visit and submit written complaint
during working hours
(10:00 A.M. – 06:00 P.M.)
(Monday to Friday)

Email: –
Sent to admin@lrsdindia.com

Postal Communication: –
Company Name: LRSD
Securities Private Limited

Company Address: Unit No.
Silver 27/01 and 27/02 Wave
One, Block L, Sector 18, Noida,
Gautam Buddha Nagar, Uttar
Pradesh- 201301

Company receives and registers the Complaint

Complaint examined and resolution attempted

Complaint resolved within 7 days/Customer
satisfied –

YES → Complaint Closed

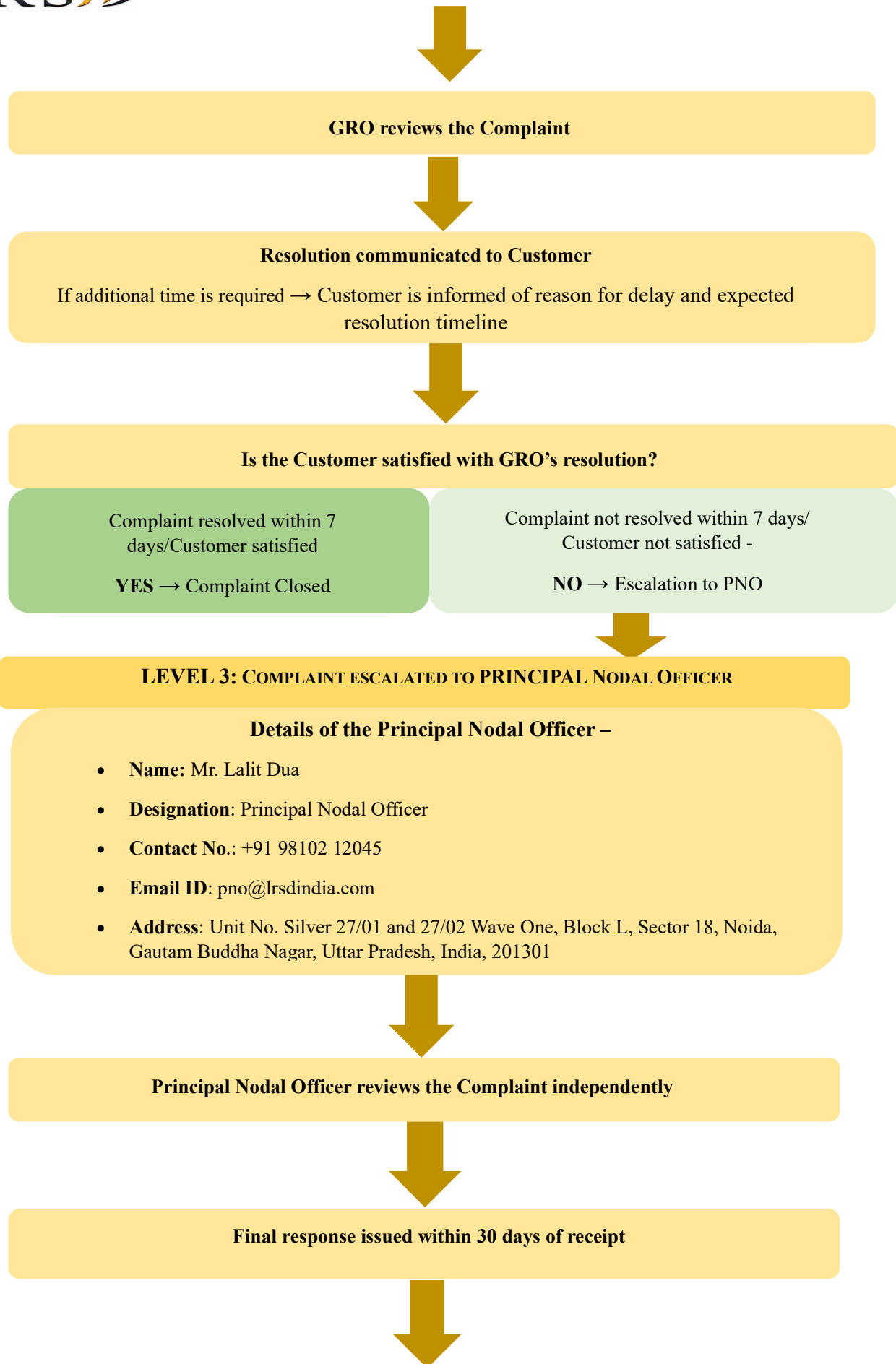
Complaint not resolved within 7
days/Customer not satisfied –

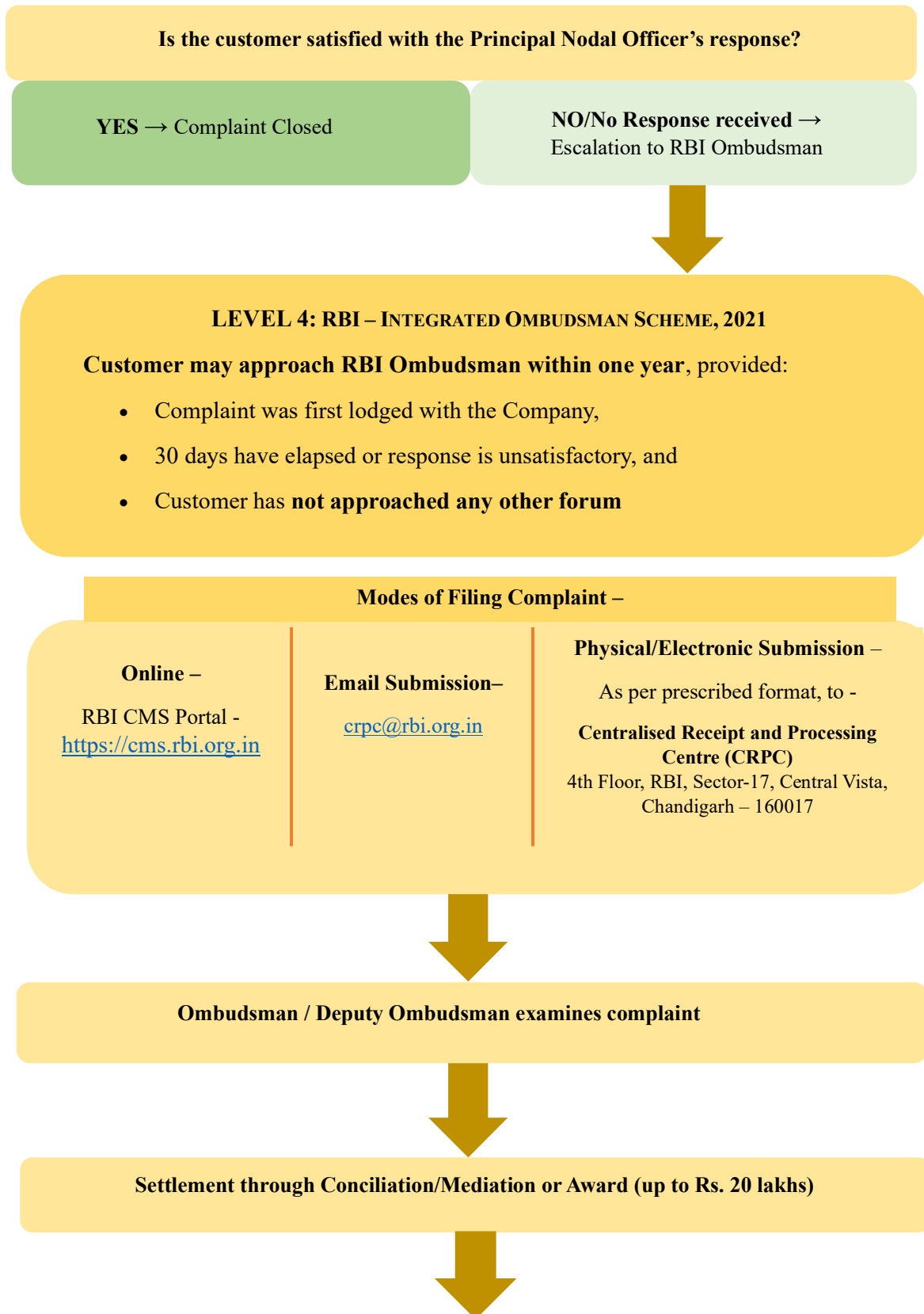
NO → Escalation to GRO

LEVEL 2: CUSTOMER ESCALATES COMPLAINT TO GRIEVANCE REDRESSAL

Details of GRO: –

- **Name:** Mr. Rama Chandran Nair
- **Designation:** Grievance Redressal Officer
- **Contact No.:** +91 98118 45727
- **Email ID:** admin@lrsdindia.com
- **Address:** Unit No. Silver 27/01 and 27/02 Wave One, Block L, Sector 18, Noida, Gautam Buddha Nagar, Uttar Pradesh, India, 201301
- **Loan Application Number/Loan Account Number** (*mandatory requirement – anonymous complaints will not be addressed*)





LEVEL 5: RIGHT TO APPEAL

Any Person aggrieved by an Award may appeal before the **Appellate Authority (Executive Director-in-charge of Consumer Education and Protection Department of RBI)** within **30 days** or for a closed complaint an appeal can be filed through CMS Portal <https://cms.rbi.org.in>

This mechanism is **Alternative Dispute Resolution** → Customer is free to approach **Court / Tribunal / Arbitrator / Other Authority**



**We are committed to a transparent, efficient, and impartial grievance redressal process to uphold stakeholder trust.*

*Every concern matter - timely resolution is our commitment, not just a process. **
