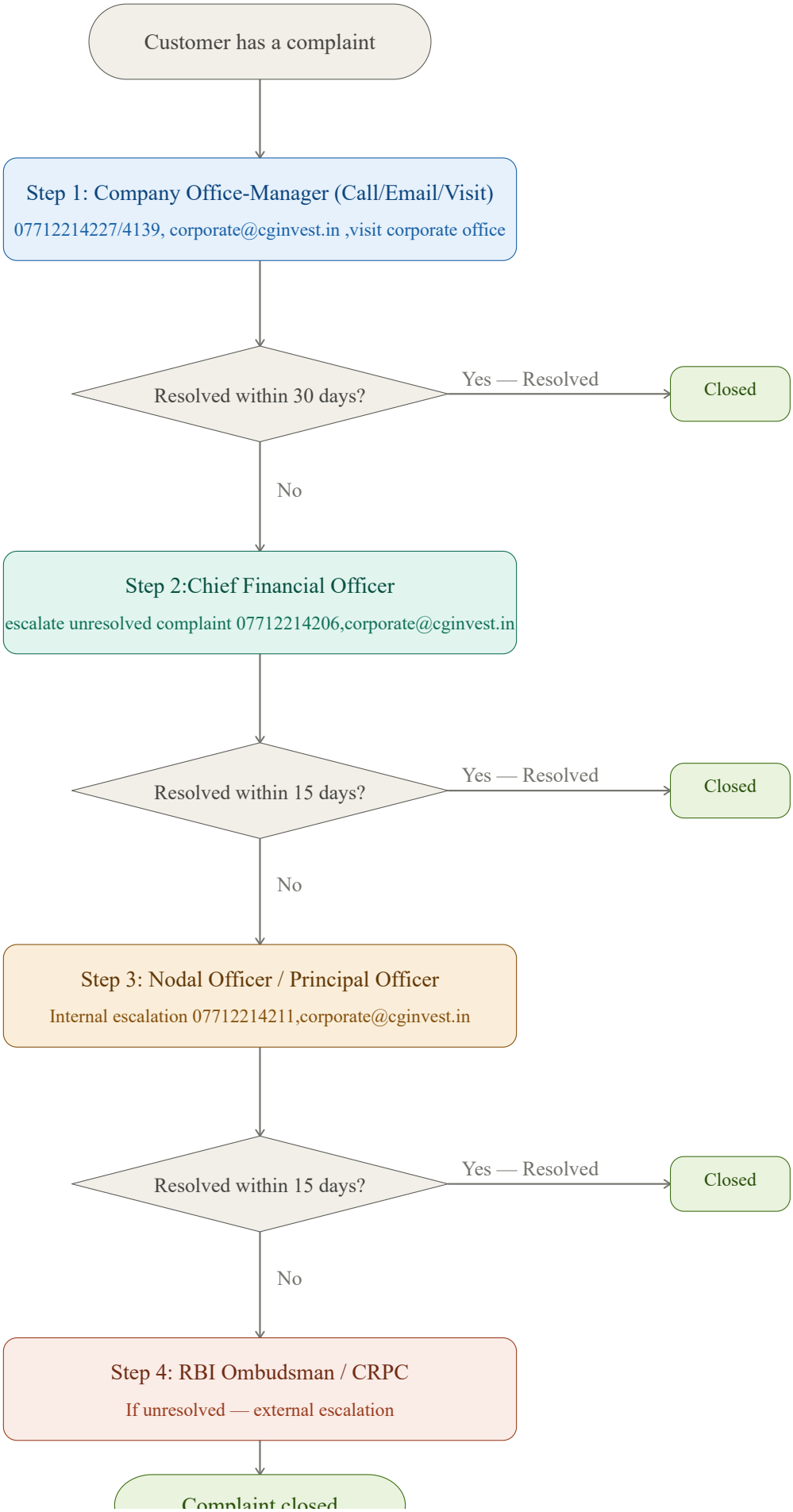
Customer has a complaint
Step 1: Company Office-Manager (Call/Email/Visit)
07712214227/4139, corporate@cginvest.in ,visit corporate office
Resolved within 30 days?
Yes — Resolved
Closed
No
Step 2:Chief Financial Officer
escalate unresolved complaint 07712214206,corporate@cginvest.in
Resolved within 15 days?
Yes — Resolved
Closed
No
Step 3: Nodal Officer / Principal Officer
Internal escalation 07712214211,corporate@cginvest.in
Resolved within 15 days?
Yes — Resolved
Closed
No
Step 4: RBI Ombudsman / CRPC
If unresolved — external escalation
Complaint closed