

# Complaint Redressal Mechanism

## Bulti Leasing and Finance Limited

CIN: U65910GJ1994PLC022824

RBI Registered NBFC – Non-Public Deposit Taking

At Bulti Leasing and Finance Limited, we are committed to resolving customer complaints, queries, disputes, and service requests in a fair, transparent, and timely manner.

### Level 1: Branch / Customer Support

Customers may first contact our branch office or customer support team for any query, request, or complaint.

#### Contact:

Bulti Leasing and Finance Limited  
2, Parijat Complex, Opp. Swaminarayan Temple, Kalupur, Ahmedabad-380001  
Phone: 9974455578  
Email: bultifinance@gmail.com  
Website: www.bultifinance.com

Complaint details should include:

Name, Loan Account Number, Mobile Number, Email ID, Nature of Complaint, and Supporting Documents, if any.

### Level 2: Grievance Redressal Officer

If the complaint is not resolved at Level 1, or the customer is not satisfied with the response, the complaint may be escalated to the Grievance Redressal Officer.

#### Grievance Redressal Officer

Name: Vanraj Rajendra Desai  
Designation: Manager  
Bulti Leasing and Finance Limited  
Phone: 9974435552  
Email: vanraj.desai@bultifinance.com

### Level 3: Principal Nodal Officer / Senior Management

If the complaint remains unresolved, the customer may escalate the matter to the Principal Nodal Officer / Senior Management.

#### Principal Nodal Officer

Bulti Leasing and Finance Limited  
Phone: 079-45957025  
Email : admin@bultifinance.com

### RBI Ombudsman

If the complaint is not resolved within the prescribed time or the customer is not satisfied with the final response, the customer may approach the **RBI Ombudsman** under the Reserve Bank – Integrated Ombudsman Scheme, 2021. Complaints can be filed through RBI's CMS portal, and RBI also provides a contact centre at **14448** for guidance.

**RBI Complaint Portal:** <https://cms.rbi.org.in>

**RBI Contact Centre:** 14448

**RBI Website:** <https://www.rbi.org.in>

### Complaint Resolution Timeline

The company shall make all reasonable efforts to resolve customer complaints within **30 days** from the date of receipt of the complaint.