


Davinta Finserv – Grievance Redressal Framework


Follow the escalation path below to resolve your service issue efficiently. Each level has a dedicated contact and turnaround time. Begin at Level 1 and escalate only if unresolved.

01

Level 1 – Customer Care (Davinta Support Desk)


 **Phone:** 09972625000

 **Email:** customercare@davintafinserv.com


 **TAT:** Within 3 Working Days


03

Level 3 – Principal Nodal Officer

 **Name:** Niranjan Ananthkrishna Ayyar


 **Email:** nayyar@davintafinserv.com

 **Phone:** 8287883668

 **TAT:** Up to 30 Days


02

Level 2 – Grievance Redressal Officer

 **Name:** Mallikarjuna S Shivamurthy

 **Email:** mshivamurthy@davintafinserv.com

 **Phone:** 7019164365

 **TAT:** 30 Working Days

04

Level 4 – External Escalation (RBI)

 **Reserve Bank of India – CMS Portal**

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

→ Banking Ombudsman for final resolution

- ✔ At each level, if your complaint is resolved, no further escalation is needed. Proceed to the next level only if you remain unsatisfied after the prescribed TAT.