



Customer lodges complaint at the Customer Complaint Portal on Pegasus ARC website

Complaint recorded in CRM / Register

Complaint forwarded by Grievance Redressal Officer  
Shri Dhimant N Shah, DVP Forwards complaint to Legal / Resolution Officer

Is the complaint resolved?

Resolved

Complaint closed & confirmation sent to customer

In case no response in 15 days/  
Escalation

Escalated to Nodal Officer  
Shri Jayachandran G, EVP Legal

Nodal Officer reviews & provides resolution

Resolved

Complaint closed & confirmation sent to customer

Still Unresolved

Escalation to Chief General Manager CEPC CO RBI  
<https://rbi.org.in/Scripts/Complaints.aspx>

**Mr. Dhimant Shah**  
**Company Secretary**

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**Mr. Jayachandran G**  
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