**Compliant Management System for Customers (SBI BC) and Customer Service Points (CSPs)**

Transcorp International Limited is national BC of State Bank of India since year 2015. The company follows good governance practices and in pursuant to the same is having following compliant/grievance redressal matrix/system for its Customers (SBI BC) and Customer Service Points (CSPs) related issues.

1. Number for launching complaints: 8448120121 or 9312331145 through WhatsApp at 7231000002
2. Compliant can also be lodged through official e-mail of Regional Managers (fore their respective regions) and/or at info@transcorpint.com
3. Escalation Matrix: On recording the compliant, the complaint is being escalated as under to the designated persons:-

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S. No. | Name of person to whom compliant is to be allotted for redressal | Designation | Region/Zone | e-mail ID | Mobile Number |
| 1 | Sonu Kumar | Manager | Corporate | Sonu.kumar@transcorpint.com | 9350172805 |
| 2 | Kulvinder Kaur | Asst. Manager | Corporate | Kulvinder.kaur@transcorpint.com | 93126 10270 |
| 3 | Sanjeev Kumar | Executive | Corporate | Sanjeev.kumar@transcorpint.com | 93142 09742 |

1. If the compliant is not redressed within 7 days, it will be escalated to the next higher authority as under:-

|  |  |  |  |
| --- | --- | --- | --- |
| S. No. | Name of Business Head | e-mail ID | Mobile Number |
| 1 | Mr. Naru Chakraborty | n.chakraborty@transcorpint.com | 98999 52226 |
| 2 | Mr . Naresh Kumar | naresh.kumar@transcorpint.com | 98737 21560 |