

Complaint Cell and Complaint Lodgement Procedure

Complaint Cell

In compliance with DFIM Circular letter no. 13/2011 dated 02 August 2011, Bangladesh Infrastructure Finance Fund Limited (BIFFL) has set up a Complaint Cell at its registered office comprising of the following members.

Name	Designation	Cell designation	E-mail
Mohammad Sagir Hossain Khan	GM (Investment)	Chairman	khan.sagir@biffl.org.bd
Mohammad M. Khan, ACS	Company Secretary	Focal point	mohammad.khan@biffl.org.bd
Mashruna A. Chowdhury, ACA	CFO	Member	mashruna@biffl.org.bd
Md. Raihan Kawsar	Officer, Legal	Member	raihan@biffl.org.bd
Rajia Sultana	Officer, HR	Member	rajia.sultana@biffl.org.bd
Tasnima Nur, ACA	Senior Officer, ICC	Member	tasnima@biffl.org.bd

The Complaint Cell of BIFFL deals with all types of complaints related to its services except the following:

- a) Complaint in respect of any service/ person beyond the scope of control of BIFFL;
- b) Complaint submitted by a third party without the written permission of the account holder/ customer/ borrower;
- c) Complaint that is not signed by the complainant or without any name and address and contact number of the complainant.
- d) Complaints relating to matters which are under judgment of any court.

Complaint Lodgement Procedure

STEP-1: Contact the concerned BIFFL official first

As a customer, you should first refer your problem to BIFFL. You may talk to the concerned official who deals with your case on how you would like the problem to be resolved.

STEP-2: Contact the Complaint Cell of BIFFL

If your Complaint is not resolved satisfactorily at the desk level, you may make a formal complaint to the Complaint Cell of BIFFL. Details of Complaint Cell are displayed on notice board and website of BIFFL. You can download, fill up and send us your [Complaint Lodgement Form](#) in the following modes:

- 1) to the above mentioned e-mail addresses;

OR

- 2) to the following address:

Head of Complaint Cell

Bangladesh Infrastructure Finance Fund Limited (BIFFL)

(A Company under the Ministry of Finance), GoB.

4, Anjuman Mufidul Islam Road,

Kakrail, Dhaka-1000
Bangladesh.

BIFFL also expects suggestions for improvement of its loan products and customer services from its existing and potential customers. Suggestions can be sent to the above mentioned e-mail addresses.

We expect and cherish your co-operation along our way to success!

Complaint Lodgement Form

Details of complainant (অভিযোগকারির বিবরণ):

*Name (নাম): _____

Address (ঠিকানা): _____

*Contact information (যোগাযোগ):

Mobile (মোবাইল): _____ Office (অফিস): _____

E-mail (ই-মেইল): _____

Relation with BIFFL (বিআইএফএফএল এর সাথে সম্পর্ক): _____

Account number (if any) (হিসাব নম্বর, যদি থাকে): _____

*Subject (বিষয়): _____

*Concerned official/ department (সংশ্লিষ্ট কর্মকর্তা/বিভাগ): _____

*Details of the complaint (অভিযোগের বিবরণ):

*Recommendation (পরামর্শ):

*Signature (স্বাক্ষর): _____

*Date (তারিখ): _____

* Requisite information (অত্যাবশ্যকীয় তথ্য)