Customer Complaints Escalation Matrix

Level 1

Customer Care

For any questions or concerns that require our intervention, you can contact our Customer Support team.

Phone **044-66-123456**

Email **helpdesk@tvscredit.com**

24/7 for IVR Assisted.

09:00 AM - **07:00** PM (Except Holidays) for Agent Assisted.

Level 2

Grievance Redressal Officer

For unaddressed escalations over 7 days with Customer Care, customers can reach out to the Grievance Redressal Officer (GRO).

Mr. Charandeep Singh Chawla

Mobile **7305963580**

Email **gro@tvscredit.com**

(Monday to Friday, 9:30AM to 6:00PM – Except Holidays)

Address: No. 29, Jayalakshmi Estates, Third Floor, Haddows Road, Nungambakkam, Chennai – 600006.

Level 3

Principal Nodal Officer

For unaddressed escalations over 15 days with GRO, customers can contact the Principal Nodal Officer (PNO).

Mr. Balakalatharan K

Mobile **7305963580**
(Monday to Friday, 9:30AM to 6:00PM – Except Holidays)

Email **pno@tvscredit.com**

(Monday to Friday, 9:30AM to 6:00PM – Except Holidays)

Address: No. 29, Jayalakshmi Estates, Third Floor, Haddows Road, Nungambakkam, Chennai – 600006.

Level 4

RBI

For unaddressed escalations over 30 days or unsatisfied resolution with Principal Nodal Officer (PNO), customers can contact the RBI.

Reserve Bank of India, Fort Glacis, Rajaji Salai, Chennai 600001 Tamil Nadu

Phone **044 2539 3406**

Regd. Office: TVR Pride, No.383, 16th Main, 3rd Block, Koramangala, Bengaluru, Karnataka – 560034. Phone: 044 - 2833 2800 Fax: 044 - 2833 2113
Corp. Office: No. 29, Jayalakshmi Estates, Third Floor, Haddows Road, Nungambakkam, Chennai - 600 006. Phone: 044 - 2828 6500 Fax: 044 - 2828 6570
Customer correspondence Address: Bristol Towers, 2nd Floor, No.10, South Phase, Thiru-Vi-Ka Industrial Estate , Guindy, Chennai – 600 032.
Website: www.tvscredit.com Customer Care number: 044-6612 3456 CIN: U65920KA2008PLC218369.