TVS CREDIT

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**

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**

⏱ Mon-Fri **09:30** AM - **06:00** PM
(Except Holidays)

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 **7845639629**

✉ Email **pno@tvscredit.com**

⏱ Mon-Fri **09:30** AM - **06:00** PM
(Except Holidays)

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**