

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**
-  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**