

TATA CLEANTECH CAPITAL LIMITED

Grievance Redressal Process

At Tata Cleantech Capital Limited, it is our constant endeavour to put the customers interest first and to provide the customers with financial solutions that are right for them. In keeping with our promise of “Doing what’s Right”, we look forward to receiving both, the customers positive and negative feedback on our products and services. Please follow the steps listed below, to register any grievances you might have on our services and we will speedily address them:

Level 1

customercare@tatacapital.com or toll-free no.1800 209 6060.

Timings

Monday to Saturday 9:00 am to 7:00 pm
(except public holidays)

Level 2

If you are still not satisfied with the resolution provided to you, we request you to please contact the Grievance Redressal Officer:

Mr. Behzad Bhesania
Tata Cleantech Capital Limited
12th Floor, Tower A, Peninsula Business Park,
Ganpatrao Kadam Marg, Lower Parel,
Mumbai – 400 013
Phone no. 91 22 6606 9000 | Fax 91 22 6656 2699
e-mail address: behzad.bhesania@tatacapital.com

Timings

Monday to Friday 9:30 am to 6:30 pm
(except public holidays)

Level 3

In case your grievance has not been addressed to your satisfaction after following the above steps, you may approach the Reserve Bank of India (“RBI”) at the address mentioned below:

The Reserve Bank of India,
Department of Non-Banking Supervision,
Mumbai Regional Office, 3rd Floor,
Opp. Mumbai Central Railway Station,
Byculla, Mumbai - 400 008

Email id: dnbsmro@rbi.org.in