

Grievance Redressal Officers



Monica Arora
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Count on us

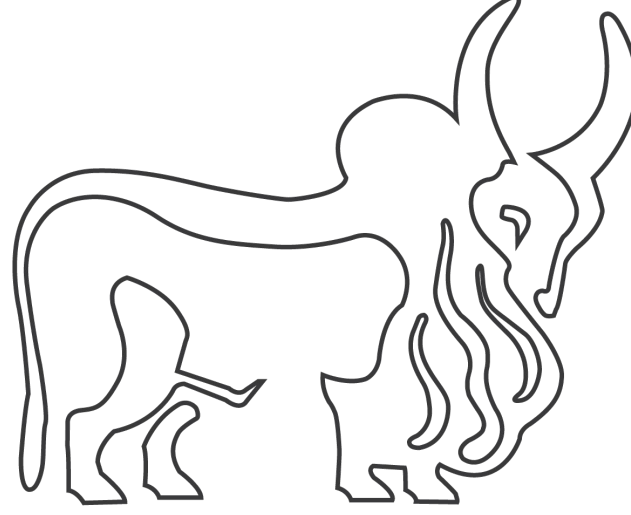
Francyna Dias
customercare@tatacapital.com



Mr. Arijit Sen
grievance.finance@adityabirlacapital.com
<https://www.adityabirlacapital.com/loans/grievanceandredressal>



Rati Mundra
grievance@poonawallafincorp.com
Contact: 020 67808090



Mrs. Dilnaz Sidhwa
<https://www.indusind.com/in/en/microsites/forms/grievance-redressal.html>



Mr. Abhiroop Khairnar
grievance@fibe.in



Ms. Shalini Tandon
Contact: 1800-266-4060 (Mon to sat 9:30am to 5:30pm)
grievance.redressal@hdfcbank.com

Features and policies:
<https://www.hdfcbank.com/personal/useful-links/important-messages/product-features-and-policy>

Sachet portal: <https://sachet.rbi.org.in/>



Ms. Rosy Dsouza
care@incred.com
Contact: 022-42117799
Sachet portal: <https://sachet.rbi.org.in/>



GRO@smfgindia.com



Ms. Hetal Parihar
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Mr. Nikhil A
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Yasmin Tabbassum
grievance@arthimpact.in
Contact: 9044052259



Mr. Sunny Dwivedi
grievance.officer@clix.capital
Contact: 9319192134



Mr. Aditya Ranade
grievance-redressal_loandistribution@paytm.com
Contact: 0120 5083345

Touchpoints and Escalation Matrix

Level 1 – 24*7 Help and Support on Paytm App

Level 2 – GRO - grievance-redressal_loandistribution@paytm.com