

**Grievance Redressal Mechanism**

Clients who wish to provide feedback or send in their complaint may use the following channels between 9:30 am and 6:00 pm, from Monday to Friday (except on national holidays).

The name and contact of the Grievance Redressal Officer is as follows:

Mr. Sanket Sushil Surolia

Tel. No.: 022 67154310

Mobile No.:- 8655148149

Email Id: [thar.sanketsurolia@gmail.com](mailto:thar.sanketsurolia@gmail.com) and [compliance@tcfpl.co.in](mailto:compliance@tcfpl.co.in)

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to:

The Officer-in-Charge  
Regional Office  
Department of Non Banking Supervision  
Reserve Bank of India,  
Third Floor, Byculla Office Building  
Opposite Mumbai Central Railway Station,  
Byculla, Maharashtra 400008.