

Grievance Redressal Flowchart

To register the Grievance, borrowers/applicant have various channels like email, contact centre, branch, letter, web grievance form as specified below including the nodal officer & principal nodal officer details. Once the grievance is registered, borrower will receive the service request no. on their registered mobile no/email id along with the turnaround time required for resolution.

For level 1 –

To redress their grievances, applicants/borrowers may write into customercare.housing@tatacapital.com or call on customer care no. 1860 267 6060.

You can also visit the nearest branch - [Branch Locator](#) or write letter to us

11th Floor, Tower A, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400013.



For level 2 -

If you are not satisfied with the resolution provided to you at level 1, To escalate your grievance to the Grievance Redressal Officer (GRO) / Nodal Officer, please reach out to at customerservice.head@tatacapital.com, contact no. 022-69682464 (Contact timing – 9:30 A.M. to 6:30 P.M., from Monday to Friday excluding public holidays).

You may also write to the address below: 4th Floor, I think Techno Campus, Building B, Off, 2, Pokhran Rd, Thane, Maharashtra 400607



For level 3 -

If you are not satisfied with the resolution provided to you at level 2, To escalate your grievance to the Chief Grievance Redressal Officer/Principal nodal officer, please reach out to at gro.housing@tatacapital.com, contact no. 022-69682451 (Contact timing – 9:30A.M. to 6:30 P.M., from Monday to Friday excluding public holidays)

You may also write to the address below: 17th Floor | B Wing | Peninsula Business Park,
Ganpatrao Kadam Marg, Lower Parel | Mumbai 400 013



Level 4 -

If you are not satisfied with the resolution provided to you at level 3, To escalate your grievance to the Managing Director, please reach out to at mdtchfl@tatacapital.com.

You may also write to the address below: 11th Floor | A Wing | Peninsula Business Park,
Ganpatrao Kadam Marg, Lower Parel | Mumbai 400 013.



Level 5 -

In case you do not receive a response from us within a period of 30 days or are dissatisfied with the response received after following all the above steps, you can approach the regulatory authority of Housing Finance Companies- the National Housing Bank- at the address given below:

The Officer-in Charge, National Housing Bank Complaint Redressal Cell Department of Supervision National Housing Bank, 4 th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi 110 003.

Website: www.nhb.org.in