Grievance Redressal Flowchart

Level 1: Customer service channels

To raise your grievance, you can contact us through any of the following channels:

Email: customercare.housing@tatacapital.com

Call: 1860 267 6060

Visit a Branch: You can visit your nearest TCHFL branch. Branch Locator

Write to us:
11th Floor, Tower A, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400013

Level 2: Grievance Redressal Officer

If you are not satisfied with the resolution provided at previous level, you can escalate your grievance to the Grievance Redressal Officer/Nodal Officer (GRO) - Reshma Sethi through any of the following channels:

Email: customerservice.head@tatacapital.com

Call: 022-69682464
Timings: 9:30 A.M. to 6:30 P.M., Monday to Friday *(excluding public holidays)*

Write to us:
4th Floor, I Think Techno Campus, Building B, Off 2, Pokhran Road, Thane, Maharashtra – 400607

Level 3: Principal Nodal Officer

If you are not satisfied with the resolution provided at previous level, you can escalate your grievance to the Principal Nodal Officer - Lav Sikri through any of the following channels:

Email: gro.housing@tatacapital.com

Call: 022-69682451
Timings: 9:30 A.M. to 6:30 P.M., Monday to Friday *(excluding public holidays)*

Write to us:
17th Floor, B Wing, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400013

Level 4: MD-TCHFL

If you are not satisfied with the resolution provided at previous level, you can escalate your grievance to the Managing Director through either of the following channels:

Email: mdtchfl@tatacapital.com

Write to us:
11th Floor, A Wing, Peninsula Business Park, Ganpatrao Kadam Marg, Lower Parel, Mumbai – 400013

Level 5: National Housing Bank (NHB)

If you do not receive a response within 30 days or are not satisfied with the response received, you may approach the National Housing Bank (NHB), the regulatory authority for Housing Finance Companies.

Write to:
The Officer-in-Charge, National Housing Bank – Complaint Redressal Cell, Department of Supervision, 4th Floor, Core-5A, India Habitat Centre, Lodhi Road, New Delhi – 110003

Website: www.nhb.org.in

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