

Procedure for lodging a Complaint – Process Flowchart



You can login a complaint using any of the following channels

Level 1

Channel	Authorized Personnel	Contact Information
Contact Centre	Customer Service Executive	1800 270 7000
Centralized Email Desk	Customer Service Executive	care.finance@adityabirlacapital.com
Branches	Customer Service Manager	https://www.adityabirlacapital.com/branch-locator



In case your complaint is not resolved within 10 days, or you are not satisfied with the resolution, you can move to Level 2 and escalate the matter to:

Level 2

You can contact our centralized **Grievance Redressal Team** and escalate the matter to a Nodal Complaint Officer by simply clicking the following link:

<https://adityabirlacapital.com/loans/grievanceandredressal> or call 1800 270 7000



In case your complaint is not resolved within 10 days, or you are not satisfied with the resolution, you can move to Level 3 and escalate the matter to:

Level 3

You can contact our **Principal Nodal Officer** and escalate the matter

Mr. Arijit Sen | grievance.financehead@adityabirlacapital.com | 080 – 45860196

Aditya Birla Capital Limited, 10th Floor, R-Tech Park, Nirlon Complex, Goregaon, Mumbai – 400063



In case your complaint is not resolved within 10 days, or you are not satisfied with the resolution, you can move to Level 4 and escalate the matter to:

Level 4

In case your grievance does not get resolved within 30 days since your original complaint date or you are not satisfied with the resolution, you may reach out to the Office of the Banking Ombudsman, Reserve Bank of India

INTEGRATED OMBUDSMAN CONTACT DETAILS

Portal: Complaint lodging portal of the Ombudsman <https://cms.rbi.org.in/cms/indexpage.html#eng>

Address: Centralized Receipt and Processing Centre, Reserve Bank of India, 4th Floor, Sector 17, Chandigarh 160017

Toll-free number: 14448

The entire step by step procedure of grievance redressal is outlined and available at <https://www.adityabirlacapital.com/loans/grievance-form>