

Internal Grievance Redressal Mechanism

Level 1: Customer facing Channel

Register Query, request, complaint if any

WhatsApp:

Send "Hi" to +91 89511 06903

Email at:

customerfirst@tfsin.co.in

Call us:

1800 309 9778



Level 2: Grievance Redressal Officer [GRO]

If level 1 didn't meet your expectation you can contact GRO

GRO Name: Mr. Surya Narayana Patro

Contact Number: 080-43442806

Mail ID: grievanceredressal@tfsin.co.in

Please keep your previous complaint number readily while contacting .



Alternative Grievance Redressal Mechanism

Level 3: RBI Ombudsman

If your issue remains unresolved after contacting level1, level2

(OR)

If you have not received response within 30 days of lodging a complaint.

You may contact RBI Ombudsman

Website: <https://cms.rbi.org.in>

Write to : Centralized Receipt and Processing Centre 4th Floor, Sector 17, Chandigarh, 160017

Mail to: CRPC@rbi.org.in

Toll free:14448