

Redressal of Complaints/Grievances:

Welcome to the Reliance Financial Limited Grievance Redressal Policy Section. We value your relationship and your satisfaction is important to us.

For any queries/ complaints, please feel free to contact us through the below mentioned channels:

Level 1

For any queries / requests & complaints, you may access any of the customer service channels mentioned below:

1. Email us at: Ops@reliancefinancial.co.in. Please note; for effective and faster resolution do not forget to mention your Loan Account Number.
2. Please call us on 022-41681200 between 10:00 am – 5:00 pm (Except Saturday and Sunday & Public Holidays)

Level 2

If the resolution provided at Level 1 does not meet your expectations, you can approach our 'Head - Customer Service' through any of our access channels mentioned below. Please share the previous Complaint Number/ Service Request Number while accessing these channels.

Head - Customer Service

Email Id: - grievance@reliancefinancial.co.in

Please note; for effective and faster resolution do not forget to mention your Loan account number

Write to us:

Reliance Financial Limited.
11th Floor, R-Tech IT Park,
Nirlon Compound,
Western Express Highway,
Goregaon (East), Mumbai - 400063.

Level 3

If the resolution provided at level 2 does not meet your expectation, you can approach our Principal Nodal Officer through any of our access channels mentioned below. Please share the previous Service Request Number/ Complaint Number while accessing these channels.

Details of Principal Nodal Officer:

Mr. K Bhanu Prakash

Email Id: - Kbhakuprakash@relianceada.com.

Please note; for effective and faster resolution do not forget to mention your Loan Account Number.

Write to us:

Principal Nodal Officer,
Reliance Financial Limited
11th Floor, R-Tech IT Park,
Nirlon Compound,
Western Express Highway,
Goregaon (East), Mumbai - 400063.

Level 4

If the concern/dispute is not redressed within a period of one month, you may appeal to the Officer-in-Charge of the Regional Office of DNBS of RBI (Mumbai Regional Office), as required vide RBI Circular DNBR.PD.CC.No 091/03.10.001/2017-18 dated February 23, 2018.

S.No	Centre	Address of the Office of NBFC Ombudsman	Area of Operation
1.	Mumbai	C/o Reserve Bank of India, RBI Byculla Office Building, Opp. Mumbai Central Railway Station, Byculla, Mumbai-400008 STD Code:022 Tel No. - 23028140 Fax No. - 23022024 Email: nbfcomumbai@rbi.org.in	Maharashtra, Goa, Gujarat, Madhya Pradesh, Chhattisgarh, Union Territories of Dadra and Nagar Haveli, Daman and Diu
2.	Chennai	C/o Reserve Bank of India Fort Glacis, Chennai 600001 STD Code: 044 Tel No: 25395964 Fax No. 25395488	Tamil Nadu, Andaman & Nicobar Islands, Karnataka, Andhra Pradesh, Telangana, Kerala, Union Territory of Lakshadweep and Union Territory of Puducherry
3.	New Delhi	C/o Reserve Bank of India Sansad Marg, New Delhi - 110001 STD Code: 011 Tel No. 23724856 Fax No. 23725218-19	Delhi, Uttar Pradesh, Uttarakhand, Haryana, Punjab, Union Territory of Chandigarh, Himachal Pradesh, Rajasthan and State of Jammu and Kashmir
4.	Kolkata	C/o Reserve Bank of India 15, Netaji Subhash Road, Kolkata - 700001 STD Code: 033 Tel No. 22304982 Fax No. 22305899	West Bengal, Sikkim, Odisha, Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Bihar and Jharkhand