

Heritage Finlease Limited Grievance Redressal Mechanism

Name	Mr. Rishabh Dev Chauhan
Designation	Grievance Redressal Officer / Principal Officer – Grievances
Contact Number	Mob: +91 7396888344 Tel: +91-40-23301095 (Calls will be taken between 10.00 am to 5.00 pm on all working day(s) and at the time of making such calls; client needs to provide details such as Client ID, Loan Number etc.)
Email ID:	customersupport@heritagefinlease.com
Letter Desk:	Heritage Finlease Limited, Plot No 83, Survey no. 43 to 46 & 48, 2nd floor, Dwaraka Summit, Kavuri Hills, Guttala Begumpet, Jubilee Hills, Hyderabad, Shaikpet, Telangana, India, 500033.
Website	www.heritagefinlease.in

All the grievances shall be attended within 7 - 15 days from the date of receipt of the complaint.

In case complaint / dispute is not redressed within a period of one month or if the borrower /customer is not satisfied with the decision of the Grievance Redressal Officer, the borrower /Customer may appeal to the Officer-in-Charge of the Regional Office of DNBS of Reserve Bank of India at the below address:

Designation	Officer in Charge
Contact Address	Department of Non-Banking Supervision (DNBS), 6-1-56, Secretariat Road, Saifabad, Hyderabad - 500004.
Contact Number:	Tel: 040-23241270 : 040-23230863 Fax: 040-23232648 : 040-23230533 Working Hours Weekdays Office 10:00 am to 5:45 pm
Email ID:	dnbshyderabad@rbi.org.in helphyderabad@rbi.org.in
Website of RBI Ombudsman	cms.rbi.org.in