Tatkal Loan India Private Limited - Customer Complaint Handling Flow Chart

LEVEL 1 - Customer raises complaint via Office / Email / Phone / DLA App
Phone: +91-22-66940159 | Email: cs@tatkalloan.com
119-A, 1st Floor, Vinay Bhavya Complex, 159, CST Road, Kalina, Santacruz East, Mumbai - 400098
Mon to Fri, 10:00 a.m. to 5:00 p.m. (except national holidays)

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Complaint is logged and acknowledged to the customer
(written complaint: acknowledgement within 1 week)

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Complaint Classification

◄ ►

General Complaint
A complaint related to routine customer service, operational issues, or support services.

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Forward to Concerned Department
(Operations)

▼

Resolution communicated to customer
Final response within 1 month of receipt

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Customer Satisfied?

YES ► **Complaint closed**
Closure confirmation sent to customer

Compliance Complaint
A complaint arising due to violation or non-adherence to RBI guidelines, laws, regulations or the Fair Practice Code.

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Forward to Concerned Department
(Compliance)

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Resolution communicated to customer
Final response within 1 month of receipt

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Customer Satisfied?

◄ YES **Complaint closed**
Closure confirmation sent to customer

NO (from either Office) ▼

LEVEL 2 - Complaint Redressal Officer
(If not resolved within 1 month or customer is not satisfied)
Name: Mr. Jayesh Hatapale | Telephone: +91-22-6695 0002
Email: jayesh.hatapale@tatkalloan.com

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Customer Satisfied?

YES ► **Complaint closed**
Closure confirmation sent to customer

NO ▼

LEVEL 3 - Head, Complaint Redressal Cell
Email: compliance@tatkalloan.com | Response time: within 5 working days

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Customer Satisfied?

YES ► **Complaint closed**
Closure confirmation sent to customer

NO ▼

LEVEL 4 - Complaint Management / Regulator
(If not redressed within 1 month of escalation to the Complaint Redressal Officer, or still not satisfied)
Use our Support Link: https://support.tatkalloan.com/ | Sachet: https://sachet.rbi.org.in
RBI: 1. Centralised Receipt and Processing Centre, 4th Floor, Reserve Bank of India, Sector 17, Central Vista, Chandigarh – 160017.
2. Consumer Education and Protection Cell (CEP Cell), The Officer-in-Charge, Consumer Education and Protection Cell, Reserve Bank of India, Main Building, Mumbai Regional Office, Fort, Mumbai – 400001.