

# Flow chart – Grievance Redressal and Escalation Mechanism

Level 1 complaints are handled within 7 days for normal cases and within 30 days for Fraud & CIBIL related cases



## Level 1

### Contact Customer Care

Mon-Fri: 10:00 AM- 6:30 PM  
Sat: 10:00 AM- 3:30 PM

**Address:** 2nd Floor, No. 4/363, Kandhanchavadi, Rajiv Gandhi Salai, OMR, Chennai, Tamil Nadu  
Chennai –600096

### Helpline number:

+91 95858 90000  
customercare@orangeretailfinance.com

If Complainant is not satisfied they can proceed towards Level 2.



## Level 2

### Escalation to Grievance Redressal Officer / Principal Nodal Officer

**Name of the Grievance Redressal Officer :** Shajanraj S, Lead-CSD & Call Centre

Address: 2nd Floor, No. 4/363, Kandhanchavadi, Rajiv Gandhi Salai, OMR, Chennai, Tamil Nadu Chennai –600096  
E-mail:  
compliance.rbi@orangeretailfinance.com

If No response or unsatisfactory response is received by complainant in 30 days they can proceed towards level 3



## Level 3

### Approach to Reserve Bank of India Ombudsman

Approach Reserve Bank of India if you are not satisfied or if there is no response within 30 days.

- Visit Reserve Bank of India CMS Portal: [cms.rbi.org.in](https://cms.rbi.org.in)
- Send Email to: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)
- Write to CRPC set up at Chandigarh

Reserve Bank of India filing timeline:  
Within **1 year** of reply, or **1 year + 30 days** from date of complaint to Orange Retail if no reply is received.