

Grievance Redressal Procedure

Version 6.0

Version Control

Document Version	Description of Changes	Date	Prepared / Changed by
1.0	First Version	November 2022	Compliance and Secretarial Department
2.0	Second Version	October 2023	Compliance and Secretarial Department
3.0	Third Version	January 2024	Compliance and Secretarial Department
4.0	Fourth Version	October 2024	Compliance and Secretarial Department
5.0	Fifth Version	January 2025	Compliance and Secretarial Department
6.0	Sixth Version	March 2026	Operations

Customer Grievance Redressal

The customer can approach any of our service touch points given below to register a complaint and expect an acknowledgement within 7 business days from complaint registration. The policy covers grievances against the Company and its service providers.

Customer interaction can be categorized as a Query, Request or Complaints

Query: A query is when a customer seeks information or clarification about a product, service, policy, or process

Request: A request is when a customer asks for a service, action, or change to be performed

Complaint: A complaint is defined as (*):

- Wrong commitment and non-disclosure of material terms as defined in the Fair Practices Code
- Action and behaviour of the company employee and partner resulting in dissatisfaction / financial loss / and where customers have cited facts of incident
- Deficiency in Promised action and services provided to the customers in writing
- Non-closure of request within promised timeframe (TAT).

* Dissatisfaction resulting from services not rendered by the dealer eg: Delivery of vehicle, service related issues of the vehicle/product OR issues pertaining to installation will not be considered as complaints

A customer may follow the below steps mentioned below to register a complaint.

Level 1:

Phone: Customer can contact us between 09.30 AM to 06:30 PM, Monday to Saturday except public holidays on 1860-266-2059.

Email: Customers can write to us at support@ecofy.co.in for complaints related to respective products.

Letter: Customers can write to us at

Ecofy Finance Private Limited (formerly known as Accretive Cleantech Finance Pvt Ltd).

12th Floor, Birla Aurora, Century Bazaar, Dr. Annie Besant Road, Worli, Mumbai, Maharashtra 400030.

Customer portal: Customer may register on our customer portal at www.ecofy.co.in and place a complaint

In case the customer does not receive a response within the 7 business days, or if the customer is dissatisfied with the response received from the Company, the customer may escalate the complaint to the next level as indicated below:

Level 2:

If the customer is not satisfied with the resolution received from above channel, or there is a delay in the resolution, the customer can write to the Grievance Redressal Officer (GRO) as mentioned below:

Name: Corriena Rub

Email id: gro@ecofy.co.in

Phone: Customer can contact us between 09.30 AM to 06:30 PM, Monday to Saturday except public holidays on 7352521515.

Customers are required to quote the complaint reference number provided to them in their earlier interaction, along with their loan account number to help us understand and address their concerns.

GRO is available on all working days as well as non-public holidays between Monday to Saturday from 09:30 AM to 06:30 PM.

Level 3:

If the customer is not satisfied with the resolution received, if no response is received within 15 business days, we request customer to write to our Principal Nodal Officer (PNO) as mentioned below:

Name: Nitesh Minocha

Email Id: pno@ecofy.co.in

Contact us: 2265451100

Customers are required to quote the complaint reference number provided to them in their earlier interaction, along with their loan account number to help us understand and address their concerns.

PNO is available on all working days as well as non-public holidays between Monday to Saturday from 09:30 AM to 06:30 PM.

Level 4:

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 30 days, then he/she may lodge their complaint on RBI CMS portal - <https://cms.rbi.org.in> or reach them on the dedicated e-mail id - crpc@rbi.org.in Or send your complaint form (format available on the website under Ombudsman scheme 2021) to the below mentioned address:

The Officer In charge,

Centralised Receipt and Processing Centre,
Reserve Bank of India, 4th Floor,
Sector 17, Chandigarh – 160017

Contact Centre with toll free no – 14448 (Timing – 9:30am to 5:15pm)