

Grievance Redressal Procedure

Version 3.0

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

A. Customer Grievance Redressal

The customer can approach any of our service touch points given below to register a complaint and expect a response within defined time period from complaint registration. The policy covers grievances against the Company and its service providers.

Service Touch points are as indicated below:

Primary Level:

Phone: Customer can contact us between 09.30 AM to 06:30 PM, Monday to Friday 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.

In case the customer does not receive a response within the number of days indicated below for each level 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:

Secondary Level:

If the customer is not satisfied with the resolution received from above channels, or if the customer does not hear from us in 7 (seven) days, the customer can write to the Grievance Redressal Officer (GRO) as mentioned below:

Name: Reena Mishra

Email Id: gro@ecofy.co.in

Toll Free Number: 1860-266-2059

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 Friday from 09:30 AM to 06:30 PM.

Third Level:

If the customer is not satisfied with the resolution received or if the customer does not hear from us in 14 (fourteen) days, we request customer to write to our Principal Nodal Officer (PNO) as mentioned below:

Name: Nitesh Minocha

Email Id: pno@ecofy.co.in

Toll Free Number: 1860-266-2059

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 Friday from 09:30 AM to 06:30 PM.

Fourth Level:

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)