HINDUJA LEYLAND FINANCE

LIST OF NODAL OFFICERS:

Level 1 – Helpdesk of Hinduja Leyland Finance

Support Email - **customercare@hindujaleylandfinance.com**

Helpline Number - **1800-202-2500 (9:30 AM – 6:30 PM; Monday to Sunday)**

If resolution is delayed post committed timelines or in case the solution provided was not satisfactory, please escalate issues to our Nodal Officers.

Please quote the complaint number/ ticket number while escalating to the nodal officers.

Levels	Particulars	Escalation to, if any	Time for resolution	Address
1	First level: Resolution of Complaints	Designated level 1(L1) resolver based on complaint category	3-5 days	Respective State office
2 Escalation - 1	Unresolved within 5 working days	Designated level 2(L2) resolved based on complaint category	6-7 days	Central process Managers (Corporate office) Hinduja Leyland Finance Limited Corporate Office: No 27-A, Developed Industrial Estate, Guindy, Chennai-600032 Phone: Respective location nodal officer E-mail: customercare@hindujaleylandfinance.com
3 Escalation - 2	Unresolved within 7 working days	Designated level 3(L3) resolved based on complaint category	8-9 days	National process managers (Corporate office) Corporate office address Hinduja Leyland Finance Limited, Corporate Office: No 27-A, Developed Industrial Estate, Guindy, Chennai-600032 Phone: Respective location nodal officer E-mail: customercare@hindujaleylandfinance.com
4 Escalation - 3	Unresolved within 9 working days	Zonal Customer Service Managers / Zonal Nodal officers	10-14 days	Zonal Customer Service Managers Respective state office
5 Escalation -4	Unresolved within 14 working days	Customer Service Manger/Grievance Redressal Officer	15-21 days	Corporate office address Hinduja Leyland Finance Limited Corporate Office: No 27-A, Developed Industrial Estate, Guindy, Chennai-600032 Phone: 9944032601 E-mail: nodalofficer.grievance@hindujaleylandfinance.com
6 Escalation -5	Unresolved within 21 working days	Head Customer Service / Principal Nodal Officer	22-30 days	Corporate office address Hinduja Leyland Finance Limited No 27-A, Developed Industrial Estate, Guindy, Chennai-600032 Phone: 9894486428 E-mail: PNO@hindujaleylandfinance.com

Customer can write to RBI if the complaints are not resolved at satisfaction within 30 days by Hinduja Leyland Finance Ltd.

1. Any complaints from customers relating CIBIL shall be handled as per the matrix defined in CIC policy.
2. Partially or rejected complaints will be forwarded to internal ombudsman by Nodal officer.

The Policy was last reviewed and approved by the Board on 4th February, 2026

HINDUJA LEYLAND FINANCE

LIST OF NODAL OFFICERS:

Level 2 - Location Wise Nodal Officers

Area of Operation	Name of Nodal Officer	Designation	Email ID	Phone Number
Rajasthan Uttar Pradesh	Aashna Kathyal	Customer Service Manager	aashnakatyal@hindujaleylandfinance.com	7906784594
Delhi, Haryana Himachal Pradesh Punjab Uttiarakhand	Karanbir Singh	Customer Service Manager	karanbir.singh@hindujaleylandfinance.com	9988331283
Chhattisgarh Gujarat Madya Pradesh Maharashtra	Tijo Varghese	Customer Service Manager	tijo.varghese@hindujaleylandfinance.com	8878640900
Assam Bihar Jharkhand Orissa West Bengal	Priyanka Jha	Customer Service Manager	priyankajha@hindujaleylandfinance.com	8102235657
Andhra Pradesh Karnataka Telangana	Sajid Basha S	Customer Service Manager	sajidbasha.s@hindujaleylandfinance.com	8072945919
Kerala Tamil Nadu	Biju S V	Customer Service Manager	biju.sv@hindujaleylandfinance.com	8608022555

Level -3 Nodal officers – Central

Area of Operation	Name of Nodal Officer	Designation	Email ID	Phone Number
Corporate Office	Dinesh John	Customer Service Manager	dinesh.j@hindujaleylandfinance.com	9894418769

Level -4 Grievance Redressal officer

Area of Operation	Designation	Email ID	Phone Number
Biju SV	Customer Service Manager / Grievance Redressal officer	gro@hindujaleylandfinance.com	9944032601

Level -5 Principal Nodal officers

Area of Operation	Designation	Email ID	Phone Number
Anand Vasudev	Head Customer Service / Principal Nodal Officer	pno@hindujaleylandfinance.com	9894486428