

## DETAILS OF THE PRINCIPAL NODAL OFFICER

**Ms. Sangeeta Mukherjee**

ECL Finance Limited

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Email Id.: [grievances@eclf.com](mailto:grievances@eclf.com)

## PROCESS FOR FILING COMPLAINT WITH OMBUDSMAN

*(Within one year of reply received from NBFC; or one year and 30 days if no reply received from NBFC)*

A) CMS Portal (<https://cms.rbi.org.in>)

OR

B) Electronic or Physical mode to Centralized Receipt & Processing Centre (CRPC)

**Email:** [CRPC@rbi.org.in](mailto:CRPC@rbi.org.in)

**Address:** Centralized Receipt & Processing Centre (CRPC), Reserve Bank of India, Fourth Floor, Sector 17, Chandigarh-160 017.

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