

**GTP FINANCE LIMITED**  
**(GOLD LOAN DIVISION)**

**CIRCULAR NO: 16**

**DATE : 31.01.2018**

**TITLE: FAIR PRACTICES CODE-GRIEVANCE REDRESSAL MECHANISM**

**DEPARTMENT : GOLD LOAN DIVISION**

**FAIR PRACTICES CODE-GRIEVANCE REDRESSAL MECHANISM**

In terms of the Fair practices code approved for the gold loan division and in compliance of the regulatory requirements the following official is designated as the Grievance Redressal officer of the company

All complaints/deficiencies relating to gold loans may be escalated to the following address for redressal

If the issue is not resolved within Thirty days or if the customer is not satisfied with the resolution ,the customer is at liberty to further appeal to Reserve Bank of India whose address is also furnished below

1.Sri . Muthuvelu.S.S  
Director (operations),  
GTP Finance Ltd ,  
4/36 Swarnapuri ,  
Salem .  
Pin 636004  
Ph: 0427 2449337  
Email : info.gold @gtpfinance.com

**2. APPELLANT AUTHORITY**

The General Manager,  
Reserve Bank Of India,  
Department of Non Banking Supervision,  
Rajaji Salai, Chennai 600001.  
Ph 044 25393406 .  
Email [dnbschennai@rbi.org.in](mailto:dnbschennai@rbi.org.in)

Branches must display this circular in the notice board along with the Tamil version which is provided.

