

**GRIEVANCE REDRESSAL/ESCALATION MATRIX:**

The matrix must include the following details:

<b>Details of designation</b>	<b>Contact Person Name</b>	<b>Address where the physical address location</b>	<b>Contact No.</b>	<b>Email-Id</b>	<b>Working hours when complainant can call</b>
<b>Customer Care</b>					
<b>Head of Customer Care</b>					
<b>Compliance Officer</b>					
<b>CEO</b>					
<b>Principal Officer</b>					