

GRIEVANCE REDRESSAL/ESCALATION MATRIX:

The matrix must include the following details:

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Mohammed Yusuf Gaffoor	No 938.21st cross Hbr layout Bangalore 560043	9341228844	usufg@hotmail.com	11 am to 11.30pm
Head of Customer Care	Same				
Compliance Officer	Same				
CEO	Same				
Principal Officer	Same				