

Grievance Redressal Officers



Monica Arora
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Count on us

Francyna Dias
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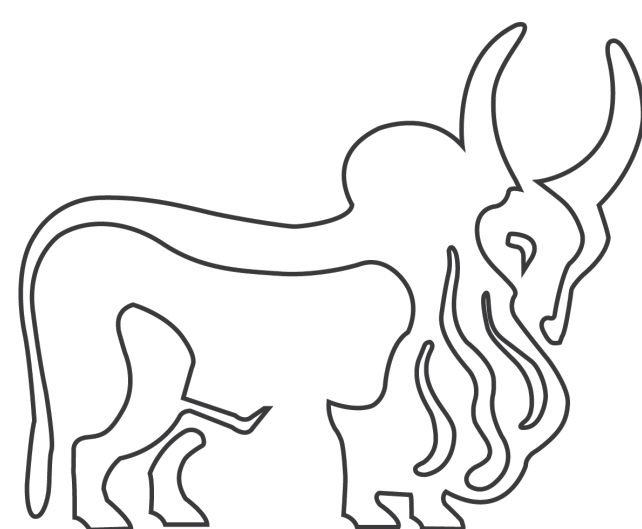
Ms. Shruti Sarraf
grievance.finance@adityabirlacapital.com



Rati Mundra
grievance@poonawallafincorp.com
Contact: 020 67808090



Mr. Ritesh Saxena
GRO@smfgindia.com



IndusInd Bank

Mrs. Dilnaz Sidhwa
<https://www.indusind.com/in/en/microsites/forms/grievance-redressal.html>



Priyanka Singh
grievances@indifi.com



Mr. Aditya Ranade
grievance-redressal_lending@paytm.com
Contact: 0120 5083345

Touchpoints and Escalation Matrix

Level 1 – 24*7 Help and Support on Paytm App

Level 2 – Social Media - Twitter @Paytmcare

Level 3 – GRO - grievance-redressal_lending@paytm.com