

# Grievance Redressal Officers



**Ms. Julia Mathew**

Email : [Julia.mathew@muthoot.com](mailto:Julia.mathew@muthoot.com)

Contact : 0471-4911626

---



**Mr. Aditya Ranade**

Email : [grievance-redressal\\_loandistribution@paytm.com](mailto:grievance-redressal_loandistribution@paytm.com)

Contact: 0120 5083345

## **Touchpoints and Escalation Matrix**

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

Level 2 – GRO - [grievance-redressal\\_loandistribution@paytm.com](mailto:grievance-redressal_loandistribution@paytm.com)