

Grievance Redressal Officers



Ms. Julia Mathew

Email : Julia.mathew@muthoot.com

Contact : 0471-4911626



Mr. Ashok Sunar

Address : Axis Bank Ltd,NPC1, 5th Floor, "Gigaplex", Plot No I.T.5,
MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai-400708

Email : nodal.officer@axisbank.com

Contact : +91-080-61865200

Timings : 9.30 AM to 5.30 PM

Monday to Saturday (Except 2nd & 4th Saturdays and Bank Holidays)

Complaint URL:

<https://application.axisbank.co.in/webforms/axis-support/index.aspx?>



Mr. Aditya Ranade

Email : 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