

Grievance Redressal Officers



SMFG
IndiaCredit
Pragati Ki Nayi Pehchaan

Ritesh Saxena

GRO@smfgindia.com



muthoot PAPPACHAN FINCORP

Ms. Julia Mathew

Email : Julia.mathew@muthoot.com

Contact : 0471-4911626



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