

Grievance Redressal / Escalation Matrix

Details of Designation	Contact Person Name	Address where the physical address location	Contact No.	Email-ID	Working hours when complainant can call
Customer Care	Customer Service Executive	16th Floor, 1602 B Wing, Plot C-70, G-Block, The Capital BKC Road, Bandra Kurla Complex Behind ICICI Bank, Bandra (East) Mumbai Suburban, Maharashtra, 400051	+91- 022 50900500	contacts@bajajalts.in	9.00 AM to 6.00 PM
Head of Customer Care (COO)	Atul Dafria	16th Floor, 1602 B Wing, Plot C-70, G-Block, The Capital BKC Road, Bandra Kurla Complex Behind ICICI Bank, Bandra (East) Mumbai Suburban, Maharashtra, 400051	+91-9769943222	atul.dafria@bajajalts.in	9.00 AM to 6.00 PM
Compliance Officer	Shivam Pandey	16th Floor, 1602 B Wing, Plot C-70, G-Block, The Capital BKC Road, Bandra Kurla Complex Behind ICICI Bank, Bandra (East) Mumbai Suburban, Maharashtra, 400051	+91- 022 50900690	compliance@bajajalts.in	9.00 AM to 6.00 PM

Principal Officer	Archit Singhal	16th Floor, 1602 B Wing, Plot C-70, G-Block, The Capital BKC Road, Bandra Kurla Complex Behind ICICI Bank, Bandra (East) Mumbai Suburban, Maharashtra, 400051	+91-9769154762	archit.singhal@bajajalts.in	9.00 AM to 6.00 PM