



**GRIEVANCE REDRESSAL/ESCALATION MATRIX:**

<b>Details of designation</b>	<b>Contact Person Name</b>	<b>Address where the physical address location</b>	<b>Contact No.</b>	<b>Email-Id</b>	<b>Working hours when complainant can call</b>
<b>Customer Care</b>	Naveen Kumar	8th Floor, Phoenix Lithop Building, Plot No.573 (D3, E3 & F3), Road Number 1, Jubilee Hills, Hyderabad, Telangana, India, 500033.	+91 6302488012	support@gcia.in	9 AM to 5 PM
<b>Head of Customer Care</b>	Venkat Dodla	8th Floor, Phoenix Lithop Building, Plot No.573 (D3, E3 & F3), Road Number 1, Jubilee Hills, Hyderabad, Telangana, India, 500033.	+91 8143387023	venkatesh.dodla@gcia.in	9 AM to 5 PM
<b>Compliance Officer</b>	Rinku H Jain	8th Floor, Phoenix Lithop Building, Plot No.573 (D3, E3 & F3), Road Number 1, Jubilee Hills, Hyderabad, Telangana, India, 500033.	+91 8019446055	rinku.jain@gcia.in	9 AM to 5 PM
<b>CEO</b>	Aseem Sen Gupta	8th Floor, Phoenix Lithop Building, Plot No.573 (D3, E3 & F3), Road Number 1, Jubilee Hills, Hyderabad, Telangana, India, 500033.	+91 9560030404	aseem.gupta@gcia.in	9 AM to 5 PM
<b>Principal Officer</b>	Aseem Sen Gupta	8th Floor, Phoenix Lithop Building, Plot No.573 (D3, E3 & F3), Road Number 1, Jubilee Hills, Hyderabad, Telangana, India, 500033.	+91 9560030404	aseem.gupta@gcia.in	9 AM to 5 PM