



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	Bhavika Pandey	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
Head of Customer Care	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
Compliance Officer	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
CEO	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
Principal Officer	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