

GRIEVANCE REDRESSAL/ESCALATION MATRIX:

The matrix must include the following details:

Details of designation	Contact Person Name	Address where the physical address location	Contact No.	Email-Id	Working hours when complainant can call
Customer Care	Shikha Mehta	a) N East, 7th Floor, Panorama 203, Walkeshwar Raod, Near Teen Bati Malabar Hill, Mumbai, Maharashtra, 400006	9821795202	shikha@timetide.in	9:00am to 6:00pm
Head of Customer Care	Shikha Mehta	a) N East, 7th Floor, Panorama 203, Walkeshwar Raod, Near Teen Bati Malabar Hill, Mumbai, Maharashtra, 400006	9821795202	shikha@timetide.in	9:00am to 6:00pm
Compliance Officer	Aakash Javeri	a) N East, 7th Floor, Panorama 203, Walkeshwar Raod, Near Teen Bati Malabar Hill, Mumbai, Maharashtra, 400006	9619237350	aakash@timetide.in	9:00am to 6:00pm
CEO	Aakash Javeri	a) N East, 7th Floor, Panorama 203, Walkeshwar Raod, Near Teen Bati Malabar Hill, Mumbai, Maharashtra, 400006	9619237350	aakash@timetide.in	9:00am to 6:00pm
Principal Officer	Aakash Javeri	a) N East, 7th Floor, Panorama 203, Walkeshwar Raod, Near Teen Bati Malabar Hill, Mumbai, Maharashtra, 400006	9619237350	aakash@timetide.in	9:00am to 6:00pm