

Grievance Matrix/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	Mansi Bhambhani	904 Satkar, C G Road, Ahmedabad	9879559519	mansi.bhambhani@biainvest.com	Monday to Friday 10 a.m to 6 p.m.
Head of Customer Care	N.A				
Complaince Officer	Mansi Bhambhani	904 Satkar, C G Road, Ahmedabad	9879559519	mansi.bhambhani@biainvest.com	Monday to Friday 10 a.m to 6 p.m.
CEO	N.A				
Principal Officer	Anil Bhambhani	904 Satkar, C G Road, Ahmedabad	9979299222	anil.bhambhani@biainvest.com	Monday to Friday 10 a.m to 6 p.m.