

Grievance Redressal Officers

Piramal Enterprises Limited



Ms. Sushmita Roy

Email : Nodal.Officer@piramal.com

Contact : +91 22 62309200



Mr. Aditya Ranade

Email : grievance-redressal_loandistribution@paytm.com

Contact: 0120 5083345

Touchpoints and Escalation Matrix

Level 1 – 24*7 Help and Support on Paytm App

Level 2 – GRO - grievance-redressal_loandistribution@paytm.com