

Grievance Redressal Officers



Ms. Julia Mathew

Email : Julia.mathew@muthoot.com

Contact : 0471-4911626



Email : gold-helpline@iifl.com

Customer Care : 1860-267-3000 or 7039-050-000

GRO Contact : +91 22-45205810 & +91 22-68178410



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