

**Customer Support & Grievance Mechanism**

1. Customer Support & Grievance Number +91-120-6457502, +91-120-6457503
2. Customer Support & Grievance Email ID [realmazonchhattisgarhhsrp@gmail.com](mailto:realmazonchhattisgarhhsrp@gmail.com)

**Escalation Matrix (Complaint Redressal)**

**For Customer Support & Grievance Emails**

Escalation Level	Role/Team	Response Time	Escalation Criteria
Level 1	Customer Support/ Grievance/Help Desk Team	Within 24-48 business hours	Initial complaint received
Level 2	Executive	Within 48 business hours	No resolution at Level 1 within 48 business hrs.
Level 3	Senior Executive	Within 24 business hours	No resolution at Level 2 within 48 business hrs.
Level 4	State Head	Within 24 business hours	No resolution at Level 3 within 48 business hrs.
Level 5	AGM	Within 24 business hours	No resolution at Level 4 within 24 business hrs.
Level 6	Sr. Manager Operations	Within 24 business hours	No resolution at Level 5 within 24 business hrs.

**Email IDs to support the HSRP Process**

Name of Person	Designation	Contact Nos.	Email IDs
Prsanjeet Banerjee	Executive	9110149252	<a href="mailto:prsanjeet.rmil@gmail.com">prsanjeet.rmil@gmail.com</a>
Zeeshan Akhter	Senior Executive	8093688182	<a href="mailto:hsrpoperatione4@gmail.com">hsrpoperatione4@gmail.com</a>
Ashish Mishra	State Head	8269226435	<a href="mailto:ashishmishra.ashish18@gmail.com">ashishmishra.ashish18@gmail.com</a>
Kaushal Neyaz	AGM	8407001001	<a href="mailto:hsrpoperatione01@gmail.com">hsrpoperatione01@gmail.com</a>

**REAL MAZON INDIA LTD**

+91 11 4652 4247

[www.realmazon.com](http://www.realmazon.com)

[realplates@gmail.com](mailto:realplates@gmail.com)

Regd : Unit No. DTJ210, Second Floor, DLF Tower B, Jasola District Centre, New Delhi - 110025

Factory : Vill. Mauja, Ogli, Khasra, No. 666/1, Trilokpur Road, Tehsil, Nahan, Kala Amb, Dist. Sirmour (H.P.) – 173030