



Grievance Redressal Mechanism

Modes of Lodging Grievance

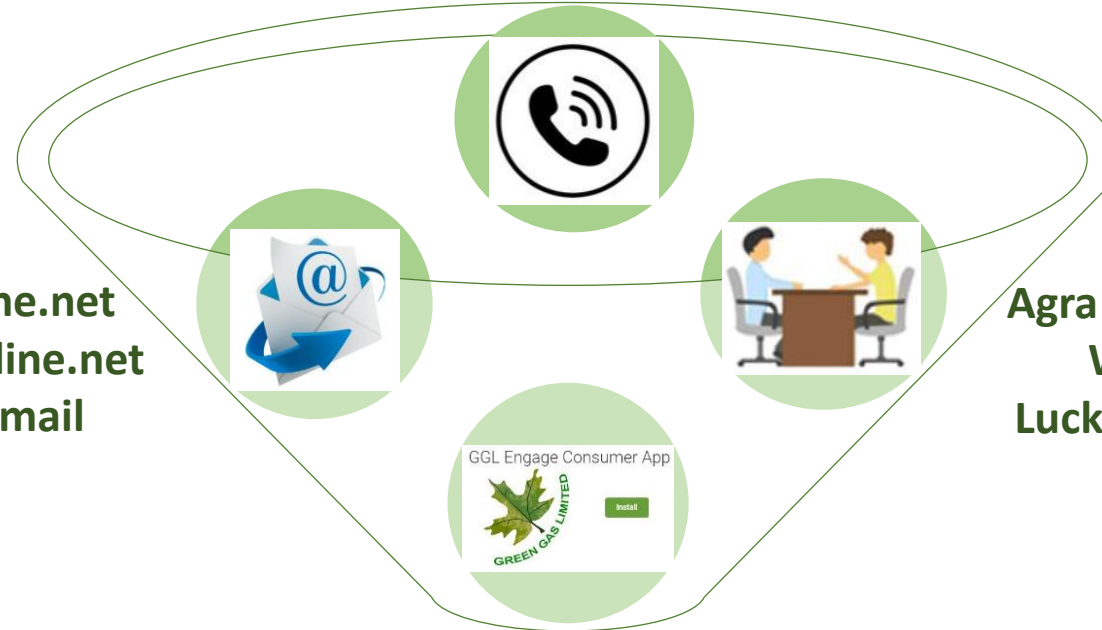


Call

Agra : 6390905004 / Lucknow : 6390905003

Email

Agra : customercare.agra@gglonline.net
Lucknow : customercare.lko@gglonline.net
Please provide mobile no. in the mail



Walk In

Agra : 2nd Floor Jeevan Prakash Building,
Wazirpura Rd, Sanjay Place, Agra
Lucknow : Lower Ground Floor, 10, Rana
Pratap Marg, Lucknow

Online

App : GGL Engage / Website : <https://gglengage.com/>

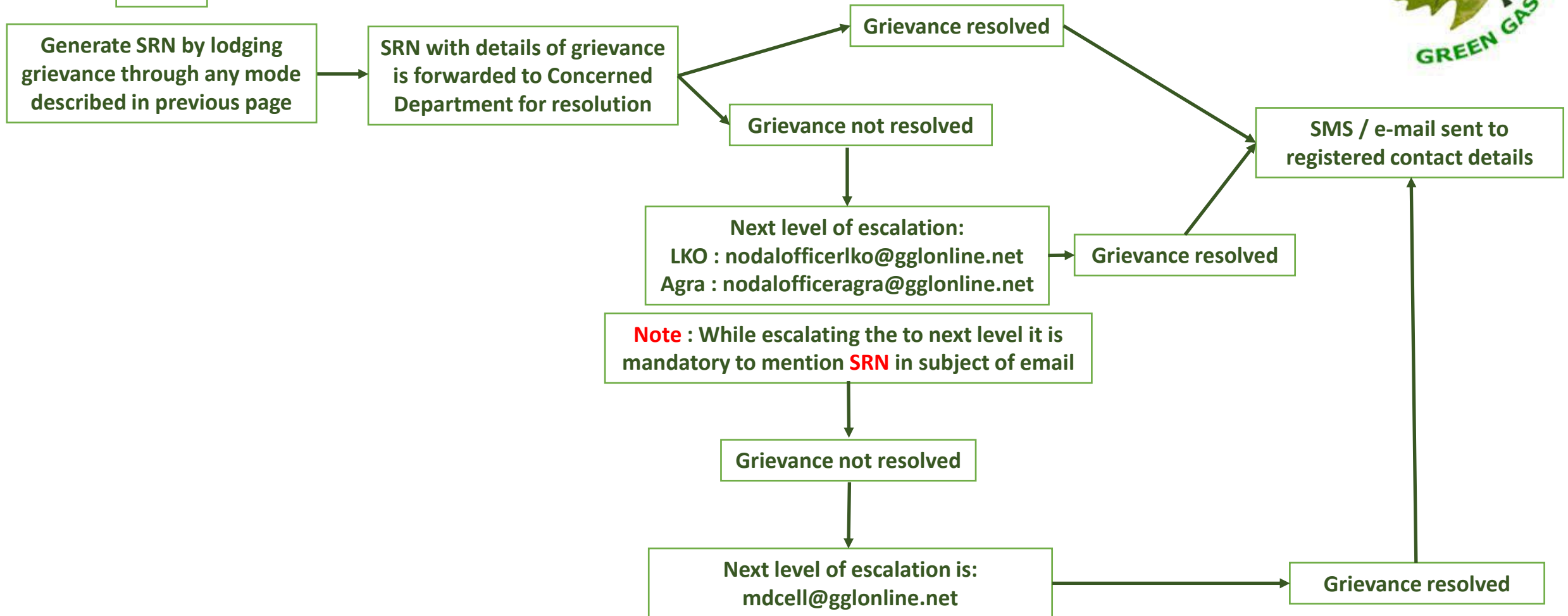


Service Request Number (**SRN**) will be generated and provided for further reference to track complaint status.
Text message and email notification will be sent to Consumer on mobile/e-mail ID as registered with us or as provided on mail/call.

Escalation Matrix



STEP 1



Note : Mentioning **SRN** in subject of email while escalating the grievance to 2nd Level (Nodal Officer) and 3rd Level (MD Cell) is **MANDATORY**

Thank You!

