

Grievance Redressal

Customers who wish to provide feedback or send in their complaints may use the following channels between 10:00 AM and 6:30 PM, from Monday to Saturday (except on public holidays):

Level 1:

- A. Complaints can be handed over at:
Progcap (Desiderata Impact Ventures Private Limited)
First Floor, C-3, Block – C, Qutab Institutional Area, New Delhi, Delhi - 110016
- B. Call the Customer Service Helpline on 8040802703
- C. Email at support@progcap.com

Level 2:

In case the complaint is not resolved within the given time or if the customer is not satisfied with the solution provided through above channels, the customer may approach the below mentioned Grievance Redressal Officer ("GRO") with reference of the earlier communication:

Details of the Grievance Redressal Officer:

Name: Jeetendra Singh Patwal

Contact Number: +91- 7669302039

Email ID: jeetendra.patwal@progcap.com