



eExpedise Healthcare - Grievance Redressal Policy

Each customer will be assigned a Relationship Manager and his Email ID and contact number will be shared with customer during the on-boarding email. The Email will also contain the numbers to register his /her complaint.

The complaint can be related to services offered by eExpedise Healthcare Relationship Manager/other team members of eExpedise / Healthcare provider's staffs / other services offered by Healthcare Providers.

- Customer can register his/her complaint by calling
 - Helpline Number : 9212-645678
 - Email : patientcare@eexpedise.com

(TAT for resolution of compliant – 2 working days)

- If did not receive any resolution or not satisfied with resolution, He / She can register his complaint to

Mr. Ankit Saklani
Senior Manager – Service Delivery
Mobile Number : +91-81307-39996
Email ID : ankit.saklani@eexpedise.com

(TAT for resolution of compliant – 3 working days)

- If not satisfied with the resolution, He/ She can escalate to:

Mr. Amit Sharma
Chief Operating Officer
Mobile Number : +91-81305-83337
Email ID : amit.sharma@eexpedise.com

(TAT for resolution of compliant – 3 working days)