

Bhansali Value Creations Escalation Matrix

As customer is most important to us, we completely focused towards the first-attitude bore by the customer. Apart from that, we also maintain a standard level of transparency and ethics in running all the business activities to avoid misunderstanding.

We make sure that the customers query are attended first and we can solve the same to the earliest and reduce trouble for them & for this we have unlock every means of communication to reach our supreme customers. Our main objective is to suffice the customer by giving personalize service & make them pleased.

If at all customer is facing any query or complain, they can always write us or email on info@bvcpl.com / grievance@bvcpl.com . Also we have made provision for online support on our website www.bvcpl.com – Online Support. Customer can also follow below mentioned escalation matrix for fastest resolution of query.

BVC Escalation Matrix				
Levels & Hours			Contact Point/Email ID/Phone	
Level Of Escalation	Technical Query	Account Query	Technical Escalation	Business Escalation
Level 1	2 hours	6 hours	Activation Desk info@bvcpl.com 0278 – 300 5 999 / 0278 - 222 5 999	Relationship Manager 0278 – 300 5 999 / 0278 - 222 5 999
Level 2	4 hours	12 to 15 hours	Technical Helpdesk itsupport@bvcpl.com 0278 – 300 5 999 / 0278 - 222 5 999	Customer Care Desk info@bvcpl.com 0278 – 300 5 999 / 0278 - 222 5 999 Sanjay Shah grievance@bvcpl.com 0278 – 300 5 999 / 0278 - 222 5 999
Level 3	6 hours	12 to 15 hours	Sr. Manager - (IT & System) itsupport@bvcpl.com 0278 – 300 5 999 / 0278 - 222 5 999	
Level 4	24 hours	24 hours	BSE Investors Grievances	
			NSE Investors Grievances	

