

In a values & objectives driven organization like CONSAM, catering to the various needs and aspirations of our customers, grievances of customers do arise occasionally. In order to redress these grievance CONSAM has established CEO's cell so that grievances are seen by Sr. Officers and the same are put before the Group CEO.

Customers can personally contact Sr. Officers & Others at CEO's cell; the contact details whereof are given at this web link <http://www.consam.co.in/group-employees-directory.php>

The respective Officers are available at their Offices for personal interviews with the customers on all Mondays between 2:30 PM to 4:30 PM, except on holidays without prior appointment.

Customers can meet the Officers on other days also with prior appointment.

In case, a customer feels that redressal of grievances is taking unwarranted time, a customer must help CONSAM by e-mailing at ceo.cell@consam.in with the subject line "UNWARRANTED delay in grievances redressal".