

Communication and Escalation Matrix

HERITAGE HEALTH INSURANCE TPA PVT. LTD. (IRDAI Licence No. 008)

Regd. Office : Mcleod House, 3 N.S. Road, Kolkata 700 001

Corporate Office : NICCO HOUSE 5th Floor, 2 Hare Street, Kolkata 700 001

Website: www.heritagehealthtpa.com

(24 x 7) Helpline : 033-40145200 / 033-40557600

(24 x 7) Toll Free No. : 18001024547

Email : **For Any Information** - ibahyd@bajoria.in

For Any Complaint - heritage.complaint@bajoria.in

Help Desk :		
Concerned Person	Contact No.	Email
Mr. Ganesh	916300 061615	ibahyd@bajoria.in

Others :				
Department	Escalation Level	Concerned Person	Contact No.	Email
ID Card	I	Mr. Rajat Ghosh	9475066448	rghosh@bajoria.in
	II	Mr. Sandip Srivastava	9831056476	ssrivastva@bajoria.in
Cashless Facility	I	Kuntal Roy	9007001828	srdas@bajoria.in
	II	Soubhgya Ranjan Das	8777033755	
Reimbursement	I	Mr. Prasana Kumar	9493364232	ibahyd@bajoria.in

Nodal Officer :		
Concerned Person	Contact No.	Email
Mr.Uday Vijender	9701527616	uday.vijender@bajoria.in

Grievance Redressal :			
Escalation Level	Concerned Person	Contact No.	Email
I	Mr Prashanth Kunch	9949040751	pkunch@bajoria.in
II	Ms A K Roohi	9391126842	akroohi@bajoria.in