

# COMPLAINT REDRESSAL SYSTEM

## Escalation Matrix for Construction Related Approvals

L3

MD & Group CEO

- Email ID: [MD-Office@giftgujarat.in](mailto:MD-Office@giftgujarat.in)
- Contact No.: 079 - 61708302

L2

Chief Planner

- Email Id: [loveleen.garg@giftgujarat.in](mailto:loveleen.garg@giftgujarat.in)
- Contact No.: +91 – 7567077657

L1

General Manager, PA&E

- Email ID: [rahul.damedhar@giftgujarat.in](mailto:rahul.damedhar@giftgujarat.in)
- Contact No.: +91 – 7567071936

Time ↑ 24 hrs  
Response ↑ 24 hrs

**Note:** If, response at L1 /L2 level is not given in time, escalate the complain as per above matrix

## Helpdesk for Construction Approval in GIFT City

For any information related to followings:

- Starting any Construction activities
- Development permission
- Commencement Certificate (Structure/MEPF/Facade)
- Occupancy Certificate
- Commencement of Interior works
- ODAS related training
- Guidance on GIFT GDCR
- GIFTCL Guidelines related to building planning & design
- Accreditation of Professionals

Please call on:

- Landline No. 079- 61708327 or
- Mobile No.: +91 9099022382 (Sr. Executive Planning)



**Department of Planning, Architecture & Environment**  
**Gujarat International Finance Tech-City Ltd. Gandhinagar**