

CUSTOMER GRIEVANCE REDRESSAL MECHANISM





Is complaint resolved?

|— NO



Monitoring & Escalation Mechanism

|— Continuous tracking

└— Escalation to senior management

Ms. Perna Bajaj, CEO cum Director

Contact: 011 49999405



|— Escalate to next higher level (if required)

Mr. Gaurav Goel, Director

Contact: 011 49999400

|— (Dispute reviewed & reprocessed)



└— YES



Customer informed via Email/SMS