

MECHANISM OF GRIEVANCE REDRESSAL

SUVARNA DWAR INTERNATIONAL PRIVATE LIMITED

This policy on Grievance Redressal is set out as a mechanism available within the organization to enable the customers & Business Associates of the company to lodge their complaints / grievances to company in relation to their dealings with company, if any, being considered for them and for addressing the same in a time bound manner, by following the provisions as provided herein (the Grievance Redressal Mechanism).

This policy document aims at minimizing instances of customer / Business Associate complaints and grievances through proper service delivery and review mechanism and also to ensure prompt Redressal of complaints and grievances, if there are any.

MECHANISM OF COMPLAINTS

Customer can lodge his / her grievance through any of the following channels:

1. Complaint in Person: A customer can lodge a complaint in person during working hours at Customer Service Department (CSD) of company, established in its Corporate office, by submitting a written letter and giving full details, to CSD and obtain an acknowledgement for the same.

2. Complaints through post / email: Customers can also submit their grievances by post at the following address or through email at ashokbansal498@gmail.com by giving full disclosures and details of the complainant and giving specific instances of the cause of complaint.

The Customer Service Department:

Address: - FLAT NO.-201, BLOCK-B, NANDAN TOWER,
COLONY MORE, Patna, Patna,
Bihar- 800020

Phone no.: +91 8920570040

Mail ID: - info@sdi.org.in

3. The telephone numbers, complete address and email address etc. will be prominently displayed on the **SUVARNA DWAR INTERNATIONAL PRIVATE LIMITED** website for ease of contact by the customers.

4. Grievances lodged through the web site of the company. Company has introduced a web based mechanism (ticket system), for lodging Complaints / Grievances by customers. This is known as Grievance portal (<https://sdi.org.in/>). Customers may make use of the said Portal to communicate their grievances.

RESOLUTION OF COMPLAINTS / GRIEVANCES

a) Any complaint through e-mail / letters / in - person shall be acknowledged promptly after receipt, at the company corporate office.

- b) The Complaints will be registered in the Customer Grievance Register (CGR) maintained electronically and / or physically, and shall include full details of the complainant (name, address and contact details), date of receipt, fact of the complaint, category of complaint etc.
- c) The Grievance Redressal Committee (GRC) of company will take steps to redress the grievances with care and diligence, normally within the period of 30 working days from the date of receipt of the complaints.
- d) If the complainant is not satisfied with the reply / action / resolution given by Grievance Redressal Committee (GRC), he / she may directly approach the Nodal Officer of the Company for further action on the same.
- e) The Nodal Officer has a time of 15 days to resolve the Grievance from the date of receiving of Grievance. Details of Nodal Officer are mentioned below:

GRO Details----

Name: Mr. Ashok Banshal

Mobile Number: +91 9318320583

Email ID: ashokbansal498@gmail.com

Nodal officer Details---

Name: Mr. Md Imran Khan

Mobile Number: +91 9031051472

Email ID: imrankhan198@gmail.com