



Customer Grievance Redressal Policy Version 1.0

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Customer Grievances Redressal Policy

1. Introduction

In the present competitive scenario, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life of any corporate entity. As a service organization, customer satisfaction is the prime concern for any Company. Our Company believes that providing prompt and efficient service is essential not only to attract new customers, but also to prevail over the existing customers. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and ensuring prompt redressal of complaints and grievances.

The customer is having every right to register complaint against Company if the services are not satisfactory or against Direct Seller if any Direct Seller commits something which is unethical or against company plan/policy. Complaints can be made over phone / e-mail / or through the website.

2. Internal System to handle Customer complaints / grievances:

a) Grievance Redressal Committee:

This Committee will constitute following members:

- (i) Amit Jain (Director)
- (ii) Anshul Jain (Director)
- (iii) Sunil Kumar (Manager)

This Committee will have the following functions: -

- (i) Committee will appoint Consumer Complaint Officer for the timely resolution of all grievances raised by consumers.
- (ii) Evaluate and review the feed-back on the quality of customer service received from Customers.
- (iii) The Committee is responsible for ensuring that all regulatory guidelines regarding customer service are adhered to.
- (iv) The committee will consider unresolved complaints / grievances referred to it by the Consumer Complaint Officer.
- (v) The Minutes of the Committee Meeting will be placed to the Customer Redressal Committee at quarterly intervals.
- (vi) Consumer Complaint Officer will be responsible for handling all complaints / grievances through any mode mentioned in this document.

b) Resolution of Complaint / Grievances:

Consumer Complaint Officer is responsible for resolution of complaints / grievances in respect of customer service. It is his foremost duty to see that the complaint is resolved to the customer's satisfaction and if the customer is not satisfied, then he can escalate to the higher authorities.

c) Grievances Redressal Mechanism:

In case of grievances, Customers may lodge complaint through below mentioned modes

- Call on helpline numbers mentioned on Company Website www.bizzwizz.com or
- e-mail to complaints@bizzwizz.com or
- through helpdesk available on the dashboard

In case of difficulty or unsatisfactory reply, customers can approach the Grievances Redressal Committee on grcommittee@bizzwizz.com and still not satisfy with the unsatisfactory reply, customer can approach Directors of Company at amit.jain@bizzwizz.com or anshul.jain@bizzwizz.com

Consumer Complaint Officer will maintain a register of all the complaints. This register should be scrutinized by the Grievances Redressal Committee in their quarterly meeting. The complaints register will be analyzed (i) to identify customer service areas in which the complaints are frequently received; (ii) to identify frequent sources of complaint; (iii) to identify systemic deficiencies; and (iv) for initiating appropriate action to make the grievance Redressal mechanism more effective.

3. Escalation matrix for customer complaints:

Within the overall maximum period of 45 days within which a complaint needs to be resolved, there will be a prescribed escalation matrix for Redressal of complaints at different levels in the Company. The matrix prescribes the time period for unresolved complaints / grievances to be escalated to the next higher authorities as under:

Sl No.	Lodging / Escalation / complaints to	Day of Lodging / Escalation	Days available for Redressal
1	Consumer Complaint Officer	Day 1	15 Days
2	Grievances Redressal Committee	Day 16	15 Days
3	Directors	Day 31	15 Days

The complaint lodged by a customer is first assigned to the Consumer Complaint Officer for Redressal. If the complaint is not redressed within 15 days or if the customer is not satisfied with the reply, he may escalate the complaint to the Grievances Redressal Committee on the 16th day. If the complaint is not redressed within the next 15 days (30 days from day 1), the customer may further escalate the complaint to Directors of Company. In case if the customer is not satisfied with the reply or his grievance was not redressed within 45 days, he can approach legal avenues for grievance Redressal.

4. Action on Suggestions / feedback of customers:

To have a better Company – Customer relationship, Grievance Redressal Committee is formed, which meets every quarter. The feedback given by customers are conveyed to the committee members in the meeting. Suggestions / feedback will be taken up for implementation. The suggestions given by the customers are much useful in improving the existing services and also while introducing new services.