

DATE __/__/__

TNBONCE HERITAGE CARE INDIA PVT LTD

2/F/F NEAR ARJUN COMPLEX, KUBERNAGAR, AHMEDABAD 382340
CIN NO G78381282

SUB: CONSTITUTION OF INTERIM GRIEVENCE REDRESSAL COMMITTEE

The Company authority has constituted interim Grievance redress committee for customers and distributors with the following members, till the ordinances in this regard are approved.

1. DR NARESH B. BAJAJ

Chief Grievance Redress Officer and Principal Nodal Officer
Mobile number E-mail ID : tnbbusiness@gmail.com

2. DIVYA N. BAJAJ

Grievance Redress committee member & director of company
Mobile no 8141623699 E-mail ID: tnbholidays@gmail.com

3. DILIP S. LUHANA

Grievance Redress committee member
Mobile no 8484800800 E-mail ID: dilipbhailuhana@yahoo.com

4. SRICHAND M. BAJAJ

Grievance Redress committee member
Mobile no 9925765001 E-mail ID: srichandbajaj23@gmail.com

5. SURENDRA BHARTI

Executive of customer care
Mobile no 7817056050 E-mail ID tnbbusiness@gmail.com

ADDRESS

TNBONCE HERITAGE CARE INDIA PVT LTD
CORPORATE OFFICE: 2/F/F NEAR ARJUN COMPLEX
KUBERNAGAR, AHMEDABAD 382340
PHONE NO: 7069229475, 7817056050
E-mail ID : tnbbusiness@gmail.com

GRIEVANCE MANAGEMENT

This committee deals with all grievances directly those created at company level both About products & administration
Our board members sit once in 2 weeks, and take up all relevant matters, and record the proceedings.

PROCESS TO FILE YOUR COMPLAINT/GRIEVANCE.

- (1) Submit your query/ Complaint /Grievance Online.
- (2) You could directly call our board members
- (3) You could download the format and post the written format in Hindi or English language.
- (4) You could mail us on our email ID
- (5) Walk in to our Head office.

GRIEVANCE COMPLAIN FORM

FULL NAME														
DIS ID NO														
ADDRESS														
GRIEVANCE	<table border="1"><tr><td>Related to product</td><td></td></tr><tr><td>Related to commission</td><td></td></tr><tr><td>Related to staff</td><td></td></tr><tr><td>Related to dispatch</td><td></td></tr><tr><td>Related to KYC</td><td></td></tr><tr><td>Others</td><td></td></tr></table>		Related to product		Related to commission		Related to staff		Related to dispatch		Related to KYC		Others	
Related to product														
Related to commission														
Related to staff														
Related to dispatch														
Related to KYC														
Others														
BRIEF DETAILS														
MOBILE NO														
E-MAIL ID														

MECHANISM FOR GRIEVANCE REDRESSAL

- Customer / Distributor can make Grievances in either of the mentioned modes – Calls / Written Application / Email / Walk-in / Online Grievance Cell, etc.
 - Grievances received will be feed into the internal Grievance software. A unique track Id will be generated against the all the Grievances and is intimated to the customer / distributor on his / her registered Email Id and Mobile Number.
 - Customers / distributors need to keep the unique track Id secure with them in order to take follow-up against the Grievance.
 - At first instance Grievance is handled by the executive of the customer care team. The executive has a period of 7 working days to resolve the issue. In case executive is unable to handle the problem / grievance up to full satisfaction, then it will be forwarded to the next level of Grievance redress committee.
 - The committee will meet on a 15 day period (On 15th and 30th Calendar day of every month). All pending grievances will be disposed off by the committee in these meetings. If the grievance is not resolved within these 15 days, the grievance will be forwarded to next 15 day period and same will be intimated to the customer / distributor.
 - If the Grievance Committee is not able to resolve the issue in this time frame, the grievance is escalated to the Nodal Officer.
- "Nodal Officer will resolve the issue within 15 days of the receiving of the grievance

Details of Nodal Officer are mentioned below:

Name: **Dr. NARESH B. BAJAJ**

Designation: **Chief Grievance Redress Officer and Principal Nodal Officer**

Mobile Number: **+91. 7069229475**

Email ID: **tnbbusiness@gmail.com**