

## MECHANISM FOR GRIEVANCE REDRESSAL

**M/S Keva Kaipo Industries Pvt Ltd** has a diplomatic approach towards the Customers / Direct Seller and takes all precautions to offer the best service to the Customers / Direct Seller. However in case of unavoidable circumstances Company have a perfect system to solve the problems that customers / Direct Seller may face.

1. Privacy: Company is very cautious about the personal details of the customer / Direct Seller that have been shared with the company; it will be preserved & sensitive personal data will not be shared with a third party.
2. Company complies with the consumer protection(direct selling) rules, 2021 and instructs our direct sellers to do so.
3. Company shall maintain a register to keep the track of Grievances received from customer / Direct Seller in either of the mentioned modes – Calls / Written Application / Email / Walk-in / Online Grievance Cell, etc. Each Grievance shall be numbered and record the time taken to solve the complaint.
4. Grievances received will be fed into the internal Grievance software. A unique track ID will be generated against all the Grievances and is intimated to the Customers / Direct Sellers on his / her registered E-mail ID and Mobile Number.
5. Customers / Direct Sellers need to keep the unique track ID secure with them in order to take follow-up against the Grievance.
6. 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 an executive is unable to handle the grievance up to full satisfaction, the software escalates the issue to the next level of Grievance Redressal Committee. Grievance committee shall submit report in every month to the management

Members of Grievance Redressal Committee are:

- i. **Name:** Pardeep Parshad  
Designation: Grievance Handling Officer  
**Mobile Number: 9988991602**  
**Email :** [grievance@kevaindia.org](mailto:grievance@kevaindia.org)
- ii. **Name:** Biswajit Mandal  
Designation: Grievance Handling Officer  
**Mobile Number: 9988990654**  
**E-mail ID:** [grievance1@kevaindia.org](mailto:grievance1@kevaindia.org)

7. The committee will meet on a 15 day period (On 15th and 30th Calendar day of every month). All pending grievances will be disposed of by the committee in these meetings. If the grievance is not resolved within these 15 days, the grievance will be forwarded to the next 15 day period and the same will be intimated to the Customers / Direct Sellers.
8. If the Grievance Committee is not able to resolve the issue in this time frame, the grievance is escalated to the Nodal Officer. The Nodal Officer has a time of 15 days to resolve the Grievance from the date of receiving of Grievance. The Nodal officer shall submit the reports in every quarter.
9. Details of Nodal Officer are mentioned below:

**Name:** Mr. Rahul Kapil

**Designation:** Nodal Officer

**Mobile Number:** 9317073358

**E-mail ID:** [rahulkapil@kevaindia.org](mailto:rahulkapil@kevaindia.org)