



GRIEVANCE REDRESSAL POLICY

Our policy strives to ensure that you receive exemplary service across various touch points.

Client service is extremely important for sustained business growth and as an organization. **MBA CONSULTING INDIA PRIVATE LIMITED** ("Company") strives to ensure that our client receive exemplary service across different touch points.

PURPOSE

Client complaints constitute an important voice of client, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future.

The Grievance Redressal policy follows the following principles:

Clients are treated fairly.

Complaints raised by clients are dealt with courtesy and in a timely manner.

Clients are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.

The employees work in good faith and without prejudice, towards the interests of the clients.

TIME FRAME

Suitable timelines of seven (7) working days have been set for every complaint depending upon the investigations which would be involved in resolving the same. Complaints are suitably acknowledged on receipt and the clients are informed of delays if any, in the resolution.

REVIEW AND MONITORING

Periodic review of monitoring of complaints, TATs, nature of complaints will be done to ensure that process loopholes, if any, are plugged and trends are checked.



TOUCH POINTS

Client complaints constitute an important voice of client, and this policy details complaint handling through a structured grievance redressal framework. Complaint redressal is supported by a review mechanism, to minimize the recurrence of similar issues in future. The client can raise their concerns pertaining to the anything related to the services (hereinafter referred as "Platform")

GRIEVANCE REDRESSAL MECHANISM OF THE PLATFORM

Clients can raise their concerns pertaining to the Platform, any other concern related to the services to authorised representatives of the Company as below.

Below are the various ways/modes through the clients can register their complaints/queries/enquiries:

The clients have the following ways of approaching the Company as per details mentioned below:

Voice Support– The client can call our GRO at 91-1203130231 between 09:00 am to 6:00 pm from Monday to Saturday.

Email Support– Please write to us at shweta.singh@in.mbacgroup.com (Please ensure to mention your concern clearly and contact details in the email).

The client will receive a response from the GROUP within 7 business days but there would be instances wherein the team may even take longer to respond/reply.

A client can escalate the matter to mba@in.mbacgroup.com in case he/she is not satisfied with the response from the GROUP. Depending on the query/dispute/grievance, a written reply/resolution will be sent to the client within 7 business days at his/her registered email id with the Company.

ESCALATIONS MATRIX

Level 1: Clients are requested to address all their grievances at the first instance to the Grievance Redressal Officer. A client not satisfied with the response can escalate the matter/query/complaint to the Grievance Redressal Officer as mentioned hereunder:

Grievance Redressal Officer – Shweta Singh

E-mail shweta.singh@in.mbacgroup.com

Tel No 91-1203130231

Address A11 Ground Floor, Sector-16, 201301 Noida, Uttar Pradesh

The Grievance Redressal Officer may be reached on the number provided above anytime between 9 AM to 6 PM from Monday to Saturday or through the e-mail address above. The Grievance



Redressal Officer shall endeavour to resolve the grievance within a period of 7 (seven) days from the date of receipt of a grievance.

Level 2: If a client does not receive response from the Grievance Redressal Officer within 7 (seven) days of making a representation, or if the client is not satisfied with the response received from the Grievance Redressal Officer, the client may reach the CGRO on the number below anytime between 9 AM to 6 PM from Monday to Saturday except public holidays or write to the CGRO at the e-mail address below:

CGRO – Tilak Roy

E-mail tilak.roy@in.mbacgroup.com

Tel No 91-93307 58503

Address PS MBAC India Pvt Ltd, A-11, Sector-16, Noida