

## **COMPLAINT MECHANISM (AS PER RBI)**

### **1. Introduction**

*Sulabh Engineers and Services Limited* recognizes the importance of addressing complaints in a timely, fair, and transparent manner. As a micro-level organization, the Company has adopted a simple and effective single-level complaint mechanism to ensure that concerns raised by stakeholders are resolved efficiently.

### **2. Objective**

The objective of this Complaint Mechanism is to:

- Provide a clear process for receiving and resolving complaints
- Ensure fair and prompt redressal
- Promote transparency and accountability
- Improve service quality and workplace practices

### **3. Scope**

This mechanism applies to all complaints received from:

- Employees
- Clients / Customers
- Vendors / Suppliers
- Consultants and other stakeholders associated with the Company

### **4. Definition of Complaint**

Complaint refers to any written expression of dissatisfaction related to:

- Quality of services or work execution
- Delay or non-performance
- Professional conduct or behavior
- Billing, contractual, or operational issues

### **5. Complaint Handling Structure (Single Level)**

Considering the micro-level nature of operations, **all complaints are addressed at a single level only.**

## **Designated Complaint Handling Authority:**

*Vimal Kumar Sharma (Managing Director)*

*Email: [sulabheng22@gmail.com](mailto:sulabheng22@gmail.com)*

## **6. Mode of Submission**

Complaints may be submitted through:

- Written letter
- Email

The complainant is encouraged to provide:

- Name and contact details
- Description of the complaint
- Relevant dates and supporting information

## **7. Complaint Handling Procedure**

### **7.1 Receipt and Acknowledgement**

- All complaints shall be acknowledged within **7 working days** of receipt.

### **7.2 Review and Examination**

- The Complaint Authority shall review the complaint and verify facts.
- Clarifications or additional information may be sought, if required.

### **7.3 Resolution**

- Appropriate corrective or preventive action shall be taken.
- Complaints shall be resolved within **30 working days**, depending on the nature and complexity of the issue.

### **7.4 Communication**

- The resolution or decision shall be communicated to the complainant or in writing.

## **8. Confidentiality**

All complaints shall be handled with strict confidentiality. Information related to complaints will be disclosed only on a need-to-know basis.

## **09. Non-Retaliation**

No complainant shall face discrimination or retaliation for raising a genuine complaint in good faith.

## **10. Review and Amendment**

This Complaint Mechanism shall be reviewed periodically and amended as required based on business growth, operational needs, or regulatory requirements.