

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

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.