

## GRIEVANCE REDRESSAL POLICY

**M/S Shree Chandramangal Suncity Marketing Private Limited (Suncity Solar)** has a appropriate approach towards the Consumers/ Solar Advisor/Distributor and takes all precautions to offer the best services to them. However in case of unavoidable circumstances Direct Selling entity have devised a perfect system to solve the problems that Consumers/ Solar Advisor/Distributor may face.

The grievance is received by the company either by the below mentioned means. It is fed into the internal software (In house query system= IHQS). A unique ticket number is generated related to the same and it is intimated to the customer or the person who has intimated the same to us.

1. Direct selling entity complies with the Consumer Protection (Direct Selling) Rules, 2021 and Consumer Protection Act, 2019 and have also instructed our Solar Advisor/Distributor to do so.
2. Direct selling entity maintains a record (online/offline) to keep the track of Grievances received from Consumer/Solar Advisor/Distributor in either of the mentioned modes – Calls / Written Application / E-mail / Walk-in / Online Grievance Cell, etc. Each Grievance is numbered, (To facilitate easy tracking) acknowledged within 48 hours of its receipt at the Grievance Redressal Cell and Direct selling entity records the time taken to resolve it.
3. Grievances received are feeded into the internal Grievance software. A unique track ID is generated against all the Grievances and is intimated to the Consumers /Solar Advisor/Distributor on their registered E-mail ID and Mobile Number within 48 hour of its receipt at the entity's end.
4. Consumers/ Solar Advisor/Distributor need to keep the unique track ID (Ticket Number) to secure with them in order to track and follow-up the outcome.

### Procedures

The grievance is then handled by the executive who has taken the call / email / walk in customer/ post received. This executive has a period of 7 working days to solve the problem. The entire problem / query is available to view of any authorized person who has logged into the system. Every time a person logs in he/she can take on the problem independently for further resolution without having the person to repeat his concern / problem.

If in avoidable circumstances this executive cannot handle the problem / grievance within the given period of time the software then escalates automatically to the next level of Grievance Redressal Committee.

Grievances are escalated on a 5 day period automatically by the software to each. First to officer 1, then to officer 2 and then to the Grievance Redressal Officer who has 3 days to dispose off the problem.

The committee will meet on a 15 day period. On the 15th and 30th Calendar day of every month. All pending redressals will be disposed off by the committee on these meetings. In case no resolution is arrived at the problem will be escalated to our legal counsel who will then work as an arbitrator to resolve the same with 15 days of receiving the escalated issue in consultation with the aggrieved.



5. Direct Selling entity has formed and evolved a mechanism grievance redressal and constituted or committee for the same.

**(a) Grievance Redressal Officer**

**Name:** Mr. Rakesh Bhati  
**E Mail:** [md@suncitysolar.in](mailto:md@suncitysolar.in)  
**Contact No.:** +91. 9782255585

**(b) Grievance Redressal Officer (2)**

**Name:** Mr. Manoj Purohit  
**E Mail :** [info@suncitysolar.in](mailto:info@suncitysolar.in)  
**Contact No.:** +91 99823-11700

**(c) Grievance Redressal Officer (1)**

**Name:** Ms. Pratibha Malhotra  
**E Mail :** [support@suncitysolar.in](mailto:support@suncitysolar.in)  
**Contact No.:** +91 97729-11700

6. Grievance Redressal Committee will redress the grievance within 30 days from the date of receipt of Grievance.
7. In case there is a delay of more than 30 days in resolving the issue, he / she will inform the Consumers / Solar Advisor/Distributor with reason of delay on their registered E-mail ID or Contact info.
8. In case the Consumer/ Solar Advisor/Distributor is still not satisfied with the resolution offered, he/she can approach the National Consumer Helpline or the State Consumer Helpline of which the entity is a Convergence partner for effective mediation/resolution and thereafter a Consumer Forum/Court of appropriate jurisdiction

Note: This Grievance Redressal Mechanism to be read as part and parcel of the Contract Agreement entered by a Solar Advisor/Distributor as the same is not reproduced in the agreement for the sake of brevity.

