



RBSG CAPITAL PRIVATE LIMITED
(AutoMony)

GRIEVANCE REDRESSAL COMMITTEE (GRC) (GENERAL)



Objective

A Grievance Redressal Committee has been formed in our Company 'RBSG Capital Private Limited' to settle genuine grievances of Customers, Shareholders, Employees, Creditors, Debtors, Bankers and any other concern person up to a satisfaction level so as to create a healthy relationship amongst them. The grievance will include any matter relating to aforementioned person to the extend of scope of the Company and under the purview of the law. The Committee is requested to contribute effectively to dispose the grievance at the earliest.



Rules

- ❖ To deal with all the genuine grievances of the aforementioned person.
- ❖ All Complaint should file their grievances either by writing in paper to the committee or by online mail or any other electronic medium as the case may be.
- ❖ The Committee will meet at least once in a quarter to review and resolve the grievances.
- ❖ To take conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
- ❖ The concern aforementioned person shall bring up their grievances in a prescribed format immediately to the grievance cell without fail. The number of grievance settled or pending will be report to the Principal Officer/ Director of the Company in every quarter.



Procedure

- ❖ A Complainant shall be file a complaint by way of hand written complaint letter or by mail, addresses to the Members or Principal Officers of the Committee.
- ❖ All grievances referred to the Grievance Redressal committee shall be entered in a Register by designated member.
- ❖ All complaints should be resolved within a time frame by looking into its seriousness and by two way approach.
- ❖ The result of the grievance will be informed to the complainant within the period defined.
- ❖ Any Complainant may report directly to the Director for resolving their grievance if he/she is dissatisfied by the GRC.



Committee

A committee shall be constituted by the management to consider and redress complaints pertaining to complaints of aforementioned person;

S.No	Name & Designation	Membership	Contact No.
1.	Shrirang Date	Principal Officer	9619240025
2.	Satyanarayan Singh	Member	9769684477
3.	Chirag Modi	Member	9372050651
4.	Trupti Jadhav	Member	9892310962
5.	Hemant Khot	Member	7715968541

Mr. Rishab Bafna, Director of the Company shall be hearable in the case of complainant dissatisfied by the GRC.



Grievance Format

Name of the complainant:

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Designation (if any):

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Place of work :

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Nature of Grievance:

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Undertaking

I hereby declare that the information furnished above by me is true and accurate. Further, I understand that disciplinary action can be taken against me if the above Allegation is found incorrect or malicious.

Signature of the Complainant

Date:

Place: