

# **SABOO SODIUM CHLORO LIMITED**

CIN: L24117RJ1993PLC007830

Registered Office: L-5, B-II, KRISHNA MARG, C-SCHEME, JAIPUR (RAJASTHAN)

Phone: +91-141-2372946, 2379483, 5191000

FAX: +91-141-2365888 Email: [account@suryasalt.com](mailto:account@suryasalt.com)

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The Company has provided for there tier Grievance Redressal mechanism to resolve any of its customers query /grievance.

## **Level 1:**

The Customers may register his/her query /complaint to the Company which shall be addressed to the Grievance Redressal in connection with any matter pertaining to business practices , lending decisions ,credit management ,recovery and complaints relating to updation /alteration of credit information . The details of the Grievance Redressal Officer are given as follows:

GRIEVANCE REDRESSAL OFFICER – MR. -----

ADDRESS : L-5, B-II, KRISHNA MARG, C-SCHEME, JAIPUR (RAJASTHAN)

DESIGNATION -----

CONTACT NO.:-----

E-MAIL ID – [account@suryasalt.com](mailto:account@suryasalt.com)

## **Level 2:**

If the complaint is not resolved within 15 days, the customer shall complaint to the company on their email id: [account@suryasalt.com](mailto:account@suryasalt.com)

## **Level 3:**

If the complaint / dispute is not redressed within a period of one month from date of its receipt by the company, the customer may appeal to:

Deputy General Manager,

Department of Non – Banking Supervision ,

Reserve Bank of India,

Tonk Road ,Jaipur-302004

Point to be complied with along with the redressal process thereof:

- The above information shall also be displayed at the branches/places where the business of the Company is transacted for the benefit of the Customers.

- In case of complaints received , the concerned Relationship Manager would report the matter with full details within 2 days from date of receipts , to Grievance Redressal Officer (GRO).
- The GRO shall take all necessary steps to redress and resolve the grievance and will send a response as soon as possible and in any case not later than a maximum period of 15 days. If the complaint received from the customer is in respect of updation/alteration of credit information , the same shall be responded with 10 working days.
- Any unresolved/ not replied grievance shall be escalated to the Managing Director of the Company, who shall take all necessary steps to redress and resolve the grievance, and will send a response as soon as possible and in any case not later than a maximum period of one month of its receipts from the GRO.
- The Status Report on all complaints shall be placed before the Board of Directors for their review on a quarterly basis.