

Annexure: 3.6: Customer complaint/queries handling process

Since we are a small LLP having just 2 managing partners, we both manage all our customer complaints/ queries directly. We gather, manage, and respond to complaints from multiple channels, like :

1	Grievance Redressal section	https://growreal.in/
1	Email :	admin@growreal.in
2	SMS/telephone :	9415282342
3	Website contact us form	https://growreal.in/

Grievance Officer - J.L. Prajapati 9415282342 & Kovid Krishnan 7985090873, Email - admin@growreal.in

This makes our customer service operations easier and typically leads to improved customer satisfaction.

My customer complaint handling TAT /timeline: T +1 days

Escalation to AMC Support office: T + 2 Days

Escalation to AMC Zonal Manager: T +5 days

Escalation to AMC Head Office: T + 10 days

Note: The number of customer complaints received by me during each of the last 3 years and the nature of complaints and the status thereof is given below :

SI No	Complaint/ QueryType	FY 21-22	FY 22-23	FY 23-24	Status
1	Capital Gain Statement Demand	40	49	61	Delivered
2	Account Statement Demand	24	35	48	Delivered
3	Redemption enquiry	4	5	8	Solved
4	Any other complaints	0	0	0	NA