

NEIL INDUSTRIES LIMITED

CIN: L51109WB1983PLC036091

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COMPLAINT MECHANISM (AS PER RBI)

1. Introduction

Neil Industries 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

Mr. Arvind Kumar Mittal (Managing Director)

Email: neilil@rediffmail.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

(a) **Receipt and Acknowledgement**

- All complaints shall be acknowledged within 7 working days of receipt.

(b) **Review and Examination**

- The Complaint Authority shall review the complaint and verify facts.
- Clarifications or additional information may be sought, if required.

(c) **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.

(d) **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.

9. 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.