

Process of Grievance Redressal for Growvia Ecom Marketing Private Limited

- Distributors shall convey their grievances by giving a call to the Distributor and Customer Support using the Customer care numbers 9249087450/7994030777 or by sending an email to customercare@growvia.biz or by walking into our office.
- Our customer care executive will try to resolve the issue on the call itself and in case it cannot be closed on the call, then a ticket will be raised in the back-office system, and the ticket number shall be informed to the distributor.
- Concerning the cases received through mail, the customer care executive will access mail to provide the best resolution. Such resolutions shall be replied to the distributor through mail. When the customer care executive cannot resolve the case, a ticket will be generated in the back-office system. The distributor shall receive an intimation on the ticket number through Gmail.
- Whenever a ticket is generated by the customer care in the back-office tool, distributors get an intimation in his virtual office, mentioning the ticket number and the description of the concern. The distributor may know the progress of the resolution by viewing the ticket status in the Virtual office, and he/she shall also get an intimation in mail when the ticket is closed.
- The tickets generated are assigned to the customer care back-end team/ other concerned departments for resolution.
- If the distributor is not satisfied with the resolution provided, he may escalate the issue to his/her up-line Team Leader or Senior Executive Leader rank distributor, who then escalate it to his/her Relationship Manager.
- The company has a Grievance Redressal Committee (GRC) comprising of the Director, Customer Relationship Manager, Manager – Compliance. This committee holds a meeting at least once in 2 weeks to address any issues pending for resolution beyond 15 days, or for any exceptional cases that cannot be resolved through the normal SOP. Any factors, processes, procedures that impact the overall service experience of the consumers or the distributors shall be discussed



For GROWVIA E-COM MARKETING PRIVATE LIMITED

Authorised Signatory

by this committee, and a decision will be taken for process corrections. New SOPs are implemented then to enhance the level of service experience.

Grievance Redressal Committee.

Grievance Redressal Committee members are as below:

Name	Designation	Contact Number	Mail ID
Athul Nath KK	Director	9249087450	Customercare@growvia.biz
Sreekumar	Manager-Complaince	7994030777	
Lekshmi	Customer Relationship Manager		

Customer care number-9249087450/7994030777

Grievance Redressal Officer:

Name: Pradeep TV
Mobile No: 9249087451
Mail ID: Customercare@growvia.biz



For GROWVIA E-COM MARKETING PRIVATE LIMITED
Pradeep TV
Authorised Signatory