

## **Grievance Redressal Mechanism**

At Piramal Enterprises Limited (PEL), customer service and satisfaction are our prime focus. We believe that providing prompt and efficient service not only to attract new customers, but also to retain existing ones. In order to make PEL's redressal mechanism more meaningful and effective, a structured system has been built. This system would ensure that the redressal sought is just and fair and is within the given frame- work of rules and regulation.

### **Internal Machinery to handle Customer Grievances/ Complaints:**

Customers who wish to provide feedback or send in their complaint may use the following channels:

Call us at +91 22 62309200 (between 10:00 am to 5:00 pm, from Monday to Friday except on holidays).

Write to us at the below mentioned address:

#### **Piramal Enterprises Limited**

Piramal Ananta, Agastya Corporate Park,  
Opposite Fire Brigade,  
Kamani Junction, LBS Marg  
Kurla (West), Mumbai 400070  
Maharashtra, India

In case the complaint is not resolved within a period of fifteen days or if the customer is not satisfied with the solution provided by PEL, the customer can approach the Grievance Redressal Officer/ Nodal Officer. The contact details of the Grievance Redressal/ Nodal Officer are as follows:

#### **Grievance Redressal Officer/ Nodal Officer**

Tel. No.: +91 22 62309200

Email Id: Nodal.Officer@piramal.com

If the complaint/dispute is not redressed within a period of one month, the customer may appeal to the Department of Supervision of RBI (with his/ her complete contact details) to the below authority:

The Chief General Manager  
Department of Supervision  
Reserve Bank of India  
3<sup>rd</sup> Floor, World Trade Centre, Centre 1  
Cuffe Parade, Colaba  
Mumbai- 400005

To register complaints, the customers may use any of the channels mentioned above (refer Internal Machinery to handle the customer complaints). Complaints that are received at our end will be seen in the right perspective and would be analysed from all possible angles.

The communication of PEL's stand on any issue will be provided to the customers. Complaints that require some time for examination of issues involved will be acknowledged promptly.

The Board of PEL shall periodically review the compliance of this Fair Practices Code and functioning of the Grievance Redressal Mechanism.