

Process of Grievance Redressal for IndusViva Consumers.

- Consumers can convey their grievances by giving a call to the Distributor and Customer Support (DCS) using the toll-free number 1800 103 4916 or 080-43532020, or by registering a service request online in the customer care portal, or by walking into any offices of the company.
- To register for a service request online, consumers need to visit www.indusviva.com and access the customer care module.
- Once the consumer submits the service request on the website, a ticket number shall be generated and routed to the DCS team for resolution.
- Depending on the mode in which information has been provided, the DCS team shall contact the consumer through call or mail, and also update the resolution of the service request in the portal.
- The consumers shall track the progress and the resolution of the ticket they have generated on the website using the 'Track Service Request' option.
- If a consumer is not satisfied with the resolution provided, and wants to escalate his concern, he/she may give a call to the Grievance Redressal Officer, Mr. Ranjith Kumar at his mobile No. 6366887822, or send a mail to support@indusviva.com mentioning the ticket number and the details of the grievance.
- The consumer shall escalate his/her concern to the Grievance Redressal Officer only if he/she has registered a service request and has not received a resolution.

Process of Grievance Redressal for IndusViva Direct Sellers (Distributors).

- Distributors shall convey their grievances by giving a call to the Distributor and Customer Support (DCS) using the toll-free number 1800 103 4916 or 080 - 43538080, or by sending a mail through the Vmail module in their virtual office, or by walking into any of the offices of the company.
- Vmail is the platform provided to the distributors in his virtual office for internal communication.
- The DCS 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 Vmail, the DCS executive will access Vmail to provide the best resolution. Such resolutions shall be replied to the distributor through Vmail. When the DCS Executives 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 Vmail.
- Whenever a ticket is generated by the DCS executive 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 Vmail when the ticket is closed.
- The tickets generated are assigned to the DCS 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 Sapphire or Diamond rank distributor, who then escalate it to his/her Relationship Manager.

Grievance Redressal Committee.

The company has a Grievance Redressal Committee (GRC) comprising of the Manager – Compliance, Manager - Operations, and Manager – DCS. This committee holds a meeting at least once in 2 weeks to address any issues pending for resolution beyond 15 days, or an exceptional case 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 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 members are as below

SL No	Name	Designation	Contact Number	Mail ID
1	Nishad Madampoil	Manager - Compliance	LL: 080-43532020 Mobile: 6366887822	support@indusviva.com
2	Suresh R	Manager - Operations		
3	Ajith Prasad	Manager - DCS.		

Customer Care number - 1800 103 4916 (Toll-Free), 43532020 (STD Code:080)

Grievance Redressal Officer:

Name: Ranjith Kumar
Mobile No: 6366887822
Landline Number: 080-43532020
Mail ID: support@indusviva.com