

Complaint handling mechanism and receipt and disposal of complaints

- All Complaints are being recorded on IRVINS
- All complaints are monitored at regular intervals till its disposal.
- Complaints taken up for investigation after genuineness verification.
- Summary of complaints (01.01.2020 to 31.12.20)

Opening balance 01.01.20	Accrual Jan- Dec 2020	Disposed Jan – Dec 2020	Closing balance as on 31.12.20
109	309	376	42