

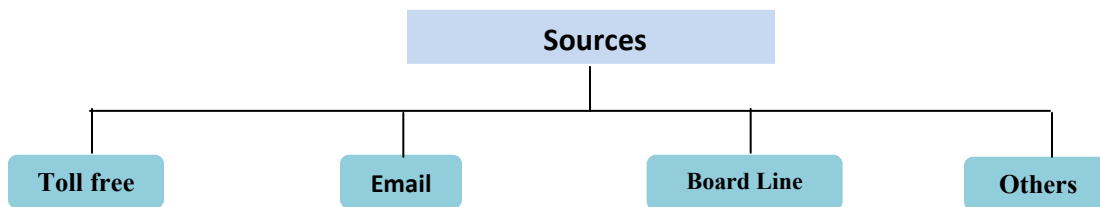
Standard Operating Procedure POS Grievance Management

Introduction: This document describes end-to-end procedures to handle Queries/ Complaints related to POS Inbound & Operations

Complaints Handling Steps:

1) Inbound Queries (POS)

A dedicated helpline **1800-2666-3666** is aligned for all Queries/ Complaints, for assisting and providing **First Call Resolution** to their queries. The source of receiving of Complaint is as under:



- 2) Customer Care Officer will speak to the POS & obtain basic details as per Nature of Query/Complaint.
- 3) Customer Care Officer attempt to provide First Call Resolution during the call and further if required the query is diverted to other department for resolution through email.
- 4) Customer Care Officer takes a reverse feedback and sends a closure email to POS. Simultaneously makes a closure call as well.
- 5) Queries/Complaints related to POS received on email for resolution are resolved through mentioned beneath process:

