

Grievances and related concerns

Revision Control Information

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File Creation Date : 20th March 2018
Author(s) : Rahul Sharma
Approver : Amit K Singh
Approval Date : 05/08/2019

Revision History

Review/Content : All the issues should be maintain in the log book
Review Date : 06th Nov 2025
Reviewer : Dinesh Gautam
Approver : Amit K Singh
Approval Date : 06/11/2025

1. Purpose

The purpose of this policy is to provide a structured mechanism for stakeholders (employees, customers, vendors, and other associated parties) with TEAM ELOGISOL PVT LTD to raise grievances and ensure their concerns are addressed fairly, transparently, and promptly.

2. Scope

This policy applies to below stakeholders:

- 1) Employees
- 2) Customers
- 3) Vendors / Service Providers
- 4) Business Partners
- 5) Application/Portal Users

3. Meaning of Grievance

A grievance is any concern, complaint, or issue related to:

- Quality of the services
- Billing or payments
- Workplace issues
- Any Ethical concerns
- Data privacy and security of data
- Any dissatisfaction with company operations

4. Grievance Submission Channels

Stakeholders can submit grievances through the following channels:

Email: info@elogisol.in, dinesh.gautam@elogisol.in

Phone: +91 11-49061530

Postal Address: E-6, Third Floor, Office No.3, KALKAJI, NEW DELHI-110019

5. Grievance Handling Process

Step 1: Acknowledgment of the issue to reporting person.

- All grievances will be acknowledged within 2 working days to the complainer.

Step 2: Review & Investigation

- The concern will be reviewed by the relevant members.
- Additional information may be requested if required for any conclusion.

Step 3: Resolution

- The company aims to resolve grievances within 7–15 working days.

Step 4: Communication

- The resolution will be communicated via email or phone.

6. Escalation Matrix

If the grievance is not resolved satisfactorily the complainer can reach out based on below matrix:

Level	Authority	Contact
Level 1	Support Team	support@elogisol.in
Level 2	Grievance Officer	dinesh.gautam@elogisol.in
Level 3	Senior Management	amit.singh@elogisol.in

TEAM ELOGISOL PVT. LTD.

CIN: U72900UP2019PTC119152 | GSTIN: 07AAHCT4235E1ZH

E-6, Third Floor, Office No.3, Third Floor, Kalkaji, New Delhi -110019, India, Phone-01149061530

Website- <https://www.elogisol.com>, E-mail- info@elogisol.in

7. Grievance Officer Details

Name: Dinesh Gautam
Designation: Grievance Officer
Email: dinesh.gautam@elogisol.in
Phone: +91-8802989146

8. Confidentiality

All grievances will be handled with strict confidentiality. Personal information will be protected and used only for resolution purposes.

9. Non-Retaliation Policy

We here at TEAM ELOGISOL PVT LTD ensures that no complainant will face retaliation or discrimination for raising a grievance in good faith.

10. Policy Review

This policy will be reviewed periodically and updated as required to ensure effectiveness.

11. Contact Us

For any queries related to this policy, please contact:

Email: info@elogisol.in
Phone: +91 11-49061530

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