



formerly Rosmerta Safety Systems Pvt. Ltd.

Vatika Tower, Plot No. 66, Sector - 44, Gurugram-122003 (Haryana) India, Tel.:+91-124-4990800, Fax : +91-124-4990899, Web.: www.utsavhsrp.com

CUSTOMER GRIEVANCE MECHANISM

- | | |
|--------------------------------|--|
| 1. Customer Support Number | +91-9818188721 |
| 2. Customer Support Email ID | customer.support@hsrpcg.com |
| 3. Customer Grievance Email ID | grievance@hsrpcg.com |

ESCALATION MATRIX (COMPLAINT REDRESSAL).

1. For customer support emails

Escalation Level	Role/Team	Response Time	Escalation Criteria
Level 1	Customer Support Team / Help Desk	Within 24-48 business hrs.	Initial complaint received
Level 2	Regional Coordinator	Within 48 business hrs.	No resolution at Level 1 within 48 business hrs.
Level 3	State Project Head	Within 24 business hrs.	No resolution at Level 2 within 48 business hrs.
Level 4	National Operations Head	Within 24 business hrs.	No resolution at Level 3 within 24 business hrs.

2. For customer grievance email

Escalation Level	Role/Team	Response Time	Escalation Criteria
Level 1	Customer grievance Team / Help Desk	Within 24-48 business hrs.	Initial complaint received
Level 2	Regional Coordinator	Within 48 business hrs.	No resolution at Level 1 within 48 business hrs.
Level 3	State Project Head	Within 24 business hrs.	No resolution at Level 2 within 48 business hrs.
Level 4	National Operations Head	Within 24 business hrs.	No resolution at Level 3 within 24 business hrs.

NODAL OFFICERS TO SUPPORT THE HSRP PROCESS

District	Name of Person	Contact Number	Email ID
Raipur	Jatin Bhai K Patel	8889658252	Jatinbhai.patel@rosmertasafety.com
Ambikapur	Pushpendra Kumar Bunker	8839975712	ambikapur@rosmertasafety.com
Jagdapur	Aman Marand	7415178310	jagdapur@rosmertasafety.com