

MECHANISM FOR GRIEVANCE REDRESSAL

- New Customers / Existing Customers can register their Grievances / Complaints on Online Grievance Cell mentioned on the home page of the website www.flywings.biz.
- Grievances received will be feeded into the internal Grievance software. A unique track Id will be generated against all the Grievances and is intimated to the New Customers / Existing Customers on his / her registered Email Id and Mobile Number.
- New Customers / Existing Customers need to keep the unique track Id secure with them in order to take follow-up against the Grievance.
- At first instance Grievance is handled by the executive of the customer care team. The executive has a period of 7 working days to resolve the issue. In case executive is unable to handle the problem / grievance up to full satisfaction, the software escalates the issue to the next level of Grievance redressal committee.

Members of Grievance Redressal Committee are:

1. Mr. Sachin Kankalwar,
Mobile No.: 7020173920
Email id: sachin.kankalwar@gmail.com
2. Bikash Kumar Jaiswal
Mobile No.: 7488055242
Email id: bikashpmd@gmail.com
3. Name: Sonali Mali
Mobile No.: 8208937057
Email id: malisonali369@gmail.com

- The committee will meet on a 15 day period (On 15th and 30th Calendar day of every month). All pending grievances will be disposed off by the committee in these meetings. If the grievance is not resolved within these 15 days, the grievance will be forwarded to next 15 day period and same will be intimated to the New Customers / Existing Customers.
- If the Grievance Committee is not able to resolve the issue in this time frame, the grievance is escalated to the Nodal Officer. Details of Nodal Officer are mentioned below:
Name: Mr. Nikhil Tejram Tawale
Designation: Director
Mobile Number: +91.8975405555
Email ID: flywingsbiz@gmail.com.