

YOUTAG INFOTECH PRIVATE LIMITED

P. No. - 678, Gokul Nagar, Opp Shekhawat Marg, Kalwar Road, Jhotwara, Jaipur, Pin-302013 (Raj)
CIN U51909RJ2020PTC072779 ,Contact No-9672427863

Email: support@youtagindia.in Web Site: www.youtagindia.in

POLICY FOR GRIEVANCE

Summary:

Under this policy, the company will give everyone the opportunity to make a complaint in response to any issue, and they will also receive a resolution to the problem. Customers, all linked direct sellers, and branches of the Company's members are represented by this person, who can make a complaint and receive a fast response to the issue within the specified time frame.

Coverage

This policy will include all people who are directly or indirectly affiliated with the company, as well as the general public. This policy will be created with all of the Company's issues in mind.

Mechanism for Resolving Complaints:

- The grievance procedure must be performed while keeping in mind any customer-related questions that aid in the establishment of a grievance redressal mechanism.**
- In order to resolve the problem, the company must adhere to industry standards.**

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- **A proper grievance redressal procedure must be implemented, with consumer complaints being addressed within 48 hours of receipt and all queries being handled within the time frame specified.**

Customer complaints can be handled through a variety of procedures.:

Complaints of the customer can be resolved through the process:

- **First and foremost, the company can accept complaints via a variety of channels, including e-mail, phone, website, and e-mail address. All complaints must be submitted through the proper channels, such as the website, the complaint section, or the mailing address.**
- **Within 24 hours of receiving and recognizing the grievance, the Company will respond to the Complainant to acknowledge receipt.**
- **The acknowledgement of the complainant's reception will also be sent in response to the information regarding the response time, next step, and contact name, as well as co-ordinates within the Company, so that the customer may keep track of the complaints they have received.**
- **When the company receives a complaint, it acknowledges it and forwards it to the appropriate department.**

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Hierarchy involved in Complaint resolves process

Customer service



Customer service elaboration



Grievance Officer



Nodal Officer

PROCESS:

Customer service is available 24 hours a day, 7 days a week at the Company's website (www.youtagindia.in), which assists in finding answers to questions. Customer service assists in the resolution of enquiries and complaints. The customer service team will assist in acknowledging the complaint within 48 business hours and then in resolving the matter within 10 working days.

Within 48 working hours, the customer service team will assist in acknowledging the complaint and then attempting to address the issue.

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You can contact our escalation desk via email if your concern/question is not resolved within the specified time frame or if you are dissatisfied with the response from the previous stage. You can send an email to the provided e-mail address and then wait for a response

****If any person lodged complaint through company direct seller or through the branches of the Company, then the company shall receive the acknowledgement within 48 hours within from the date of receipt of that complaint by company.**

Appointment of Nodal officer

The company's board of directors appoints the nodal officer. Nodal officers are responsible for hearing and resolving all unresolved grievances received from the company's Grievance Committee and Grievance Officer.

Company Grievance officer

1. Name - _____

Email id - _____

Contact no. - _____

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Company Nodal officer

Name – _____

Email id – _____

Contact no. – _____

Grievances can be lodged on the following events

One can file complaint against the company, if it fails to-

- **Remove the defective goods**
- **Replacement of the defective goods**
- **Return of price in case of discrepancy.**
- **Discontinue any form of restrictive trade practices.**
- **Quality related issue**
- **customer services**
- **Discriminating between consumers of the same class**
- **Any other grievance related issues.**

If you would like to speak to us, please feel free to call/E-mail

Contact : _____

Mail ID: _____

Modes to file complaint

As per direct selling guideline, company must have proper grievance redressal mechanism. According to this from following mechanism, the grievances can be filed as followed:

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Who may File a Complaint	Mode of filing a Complaint	Means of filing a Complaint
Consumer	<u>Through-</u> a. Customer Care b. Grievance redressal Office. c. At the registered office/corporate office/branches or warehouses d. Direct seller	<u>By-</u> ➤ Letter ➤ E - mail ➤ Phonecalls ➤ Customer care numbers ➤ Website ➤ Through direct seller ➤ Direct approach to the Company
Direct seller	<u>Through-</u> e. Customer Care	<u>By-</u> ➤ Letter

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	<p>f. Grievance redressal Office.</p> <p>g. At the registered office/corporate office/branches or warehouses</p>	<ul style="list-style-type: none">➤ E - mail➤ Phonecalls➤ Customer care numbers➤ Website➤ Direct approach to the Company
Employee	<p><u>Through-</u></p> <p>h. Customer Care</p> <p>i. Grievance redressal Office.</p> <p>j. At the registered office/corporate office/branch</p>	<p><u>By-</u></p> <ul style="list-style-type: none">➤ Letter➤ E - mail➤ Phonecalls➤ Customer care numbers➤ Website➤ Direct approach to the Company

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	es or warehouses	
General Public	<u>Through-</u> k. Customer Care l. Grievance redressal Officer. m. At the registered office/corpora te office/branch es or warehouses	<u>By-</u> ➤ Letter ➤ E - mail ➤ Phonecalls ➤ Customer care numbers ➤ Website ➤ Direct approach to the Company

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C & F	<u>Through-</u>	<u>By-</u>
	n. Customer Care	➤ Letter
	o. Grievance redressal Office.	➤ E - mail
	p. At the registered office/corporate office/branches or warehouses	➤ Phonecalls
		➤ Customer care numbers
		➤ Website
		➤ Through direct seller
		➤ Direct approach to the Company

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Means of filing a Complaint

S.NO.	MEANS	DETAIL
1.	Contact No.	
2.	Email address	
3.	Website address	
4.	Company registered address	

Amendments to this Policy

At any time, the company retains the right to modify this policy Notice. If we make any modifications to this policy Notice, we will update the effective date, and the changes will take effect immediately after they are posted. We recommend that you evaluate the policy on a frequent basis.