

Sub.: Complaints form and action taken report (ATR).

In order to ensure that the complaints of customers are attended to, it is important that we document their complaints and engineers /customer relations must record their action taken on the complaints.

Towards that end from hereon an Action Taken Report (ATR) shall be submitted by the Project Managers within 2 weeks of receipt of complaint as per the format enclosed. Project Managers may restrict the ATR only to matters relating to site work. Whenever required the customer relations team must make an ATR and file the same.

Customers must make the complaints through the complaints & suggestions through our website. On receipt of email complaints customers may be advised to resend through website. The same can be done for the written complaints. However, where required these complaints may be entered on behalf of the customer through our website. Sales team, especially front desk executives and admin managers at site must be encouraged to enter customer complaints through website in their presence.

Original complaints should be filed in the customer's file and a copy must be given to M.D. and Customer Relations. CR to immediately forward relevant complaints to site.

The original ATR should be filed in the customers file.

List of complaints must be maintained through web based database. CR team to certify a copy of list of complaints from database for filing in MDs file in the first week of every quarter.

Managing Director.