

## Grievance Redressal Mechanism

**How to submit your grievance** - You can send us an email on [support-modicare@modi-ent.com](mailto:support-modicare@modi-ent.com) or at our Azadi Call Centre numbers 0124-6912900 or Login to Modicare website [www.modicare.com](http://www.modicare.com).

### **Information required**

To ensure that all relevant particulars are available for further actions to be taken, full details must be provided at the time of placing a request/query as shown below:

- Subject with MCA number
- Clear attachment(s), if any
- Clarify the expectation/ concern in clear words

**Tracking** – You will receive a unique Service Request Number for each grievance. In case of online system, the acknowledgement will be sent automatically on your email id as well as through an SMS on your registered mobile number. Also, for your reporting at the Azadi Call Centre, our service team member will provide you a service request number over phone as well as through an SMS.

### **Timelines -**

**Acknowledgement** – You will receive the acknowledgement of your Grievance within 48 working hours from the time of its receipt.

**Closure** – Your grievance will be redressed within a period of One month from the date of its receipt.

**Appeal** – In spite of response and closure, should you feel the need to appeal the matter, you may write to Grievance Redressal Officer and provide the following-

- Previous Service request number that needs escalation
- Reason for escalation

We will acknowledge the appeal within 48 working hours from the time of its receipt. Your appeal will be redressed within a period of One month from the date of its receipt.

Your Service request can be tracked at any point of time by contacting our Azadi Call Centre or writing us on [support-modicare@modi-ent.com](mailto:support-modicare@modi-ent.com) or through Modicare website.

\*working days- excludes Sunday

### **Contact Details of Grievance Redressal Officer –**

<b>Name</b>	<b>Email Address</b>	<b>Contact Number</b>
Kalpana Ray	<a href="mailto:Grievance-modicare@modi-ent.com">Grievance-modicare@modi-ent.com</a>	0124-6912994