

Neeladri Growth Chits Private Limited

Grievance Redressal Policy

Step 1: Contact Our Customer Support (First Touchpoint)

If you have a problem, reach out to our regular support desk first. Most issues are solved right here.

-  **Email us at:** contact@neeladrichits.com
-  **Call us at:** +91 8977620401
-  **What to expect:** We will acknowledge your complaint within **24 hours** and give you a ticket number. We aim to solve your issue completely within **3 to 7 working days**.

Step 2: Talk to Our Grievance Officer (If You Are Not Satisfied)

If our support team does not reply within 7 days, or if you feel your problem was not solved correctly, you can escalate the issue directly to our senior management.

-  **Grievance Officer Name:** Mr. Chandrasekhar (Foreman)
-  **Email him directly at:** foreman@neeladrichits.com
-  **Call his direct line at:** +91 8008557219
-  **What to expect:** He will personally review your case and provide a final company resolution within **30 working days**.