

GRIEVANCE HANDLING POLICY OF NEWGENTECH SOLUTIONS

(Applicable to the NGT CARE Mobile Application and ERP Platform)

Last Updated: 01/11/2025

1. PURPOSE AND OBJECTIVE

Newgentech Solutions ("the Company") is committed to maintaining the highest standards of transparency, fairness, and accountability in the handling of user concerns and grievances.

This Grievance Handling Policy is formulated to ensure:

- Prompt and effective resolution of user grievances or complaints;
- Compliance with Rule 5(9) of the Information Technology (Reasonable Security Practices and Procedures and Sensitive Personal Data or Information) Rules, 2011; and
- A structured mechanism for addressing concerns relating to data privacy, technical usage issues, service performance, or violation of terms of use.
- This Policy applies to all users of the NGT CARE Mobile Application, ERP platform, and the website www.newgentechsolutions.in.

2. SCOPE OF GRIEVANCES COVERED

Users may raise grievances relating to, but not limited to, the following:

- Data Privacy and Security:
 - Unauthorized access, misuse, or disclosure of personal or sensitive personal data;
 - Concerns regarding data retention, correction, or deletion requests.
- Application or Service Performance:
 - Login, account, or functionality issues;
 - Errors or delays in service delivery;
 - Technical or system-related concerns.
- Billing, Payments, or Transactions:
 - Payment gateway errors, overcharges, or refund issues.
- User Rights and Consent:
 - Withdrawal of consent for location or data processing;
 - Clarifications regarding Terms of Use or Privacy Policy.
- Employee or Partner Conduct:
 - Misconduct or unprofessional behavior by service engineers, support staff, or associated representatives.

3. GRIEVANCE REDRESSAL MECHANISM

3.1 Grievance Redressal Officer (GRO)

In accordance with Rule 5(9) of the SPDI Rules, the Company has appointed a Grievance Redressal Officer (GRO) to address and resolve user concerns in a time-bound manner.

Details of the Grievance Redressal Officer:

- Name: Mr. Rehman
- Designation: Grievance Redressal Officer / Data Protection Officer
- Company: Newgentech Solutions
- Address: 306, A Wing, Hamilton, Hiranandani Estate,
Ghodbunder Road, Thane (W) - 400607, Thane West, Thane, Maharashtra 400607
- Email: rehman.m@newgentechsolutions.in
- Phone: +91 9619771158

3.2 Procedure for Lodging a Grievance

Users may raise grievances through any of the following channels:

- Email: Send an email to rehman.m@newgentechsolutions.in with the subject line “User Grievance – [Issue Type]”.
- In-App Feedback / Support Section: Users may submit complaints directly through the “Help & Support” section within the NGT CARE Application.
- Postal Communication: A written grievance may be sent to the registered office address provided above.
- Every grievance should include the following details for efficient handling:
 - Full name and registered contact details;
 - Nature and description of the grievance;
 - Date and time of occurrence;
 - Screenshots or reference numbers (if applicable);
 - Expected resolution or corrective action sought.

3.3 Grievance Resolution Timeline

Stage	Action	Timeline
1. Acknowledgment	The Grievance Redressal Officer shall acknowledge receipt of the grievance via email or app notification.	Within 48 hours of receipt
2. Review and Investigation	The GRO shall assess the complaint, gather necessary facts, and coordinate with internal departments or service providers.	Within 7 working days
3. Resolution and Response	A formal written response, including resolution details or corrective actions taken, shall be provided to the complainant.	Within 15 working days of receipt

If further time is required for complex issues, the GRO shall inform the user of the extended timeline and reasons for delay.

3.4 Escalation Process

If the user is not satisfied with the resolution provided by the Grievance Redressal Officer, the matter may be escalated in writing to:

The Managing Director
Newgentech Solutions
306, A Wing, Hamilton, Hiranandani Estate,
Ghodbunder Road, Thane (W) - 400607,
Thane West, Thane, Maharashtra 400607
Email: info@newgentechsolutions.in

The final decision at this stage shall be considered binding for all internal purposes.

4. CONFIDENTIALITY AND DATA PROTECTION

- All grievances, communications, and supporting documents shall be treated as confidential and used solely for investigation and resolution purposes.
- Personal and sensitive personal data shared during grievance resolution shall be handled in compliance with the Information Technology Act, 2000, the SPDI Rules, 2011, and the Company's Privacy Policy.

- The Company shall maintain secure records of grievances and their resolution for a minimum of three (3) years for audit and compliance purposes.

5. USER RIGHTS: Users have the following rights under this Policy:

- To receive acknowledgment and fair handling of their grievance;
- To be informed of actions taken in response to their complaint;
- To withdraw or modify their grievance if resolved;
- To escalate unresolved issues to higher authorities or statutory bodies if necessary.

6. PERIODIC REVIEW AND POLICY UPDATES

This Policy shall be reviewed at least once annually or whenever there is a change in applicable laws, data protection standards, or the Company's operational processes. Updated versions will be published on the Company's website www.newgentechsolutions.in and within the NGT CARE mobile application.

7. CONTACT DETAILS

For any grievance, feedback, or clarification regarding this Policy, please contact:
Grievance Redressal Officer / Data Protection Officer

Mr. Rehman

Newgentech Solutions

📍 306, A Wing, Hamilton, Hiranandani Estate, Ghodbunder Road, Thane (W) – 400607

☎ +91 9619771158

✉ rehman.m@newgentechsolutions.in

🌐 www.newgentechsolutions.in

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