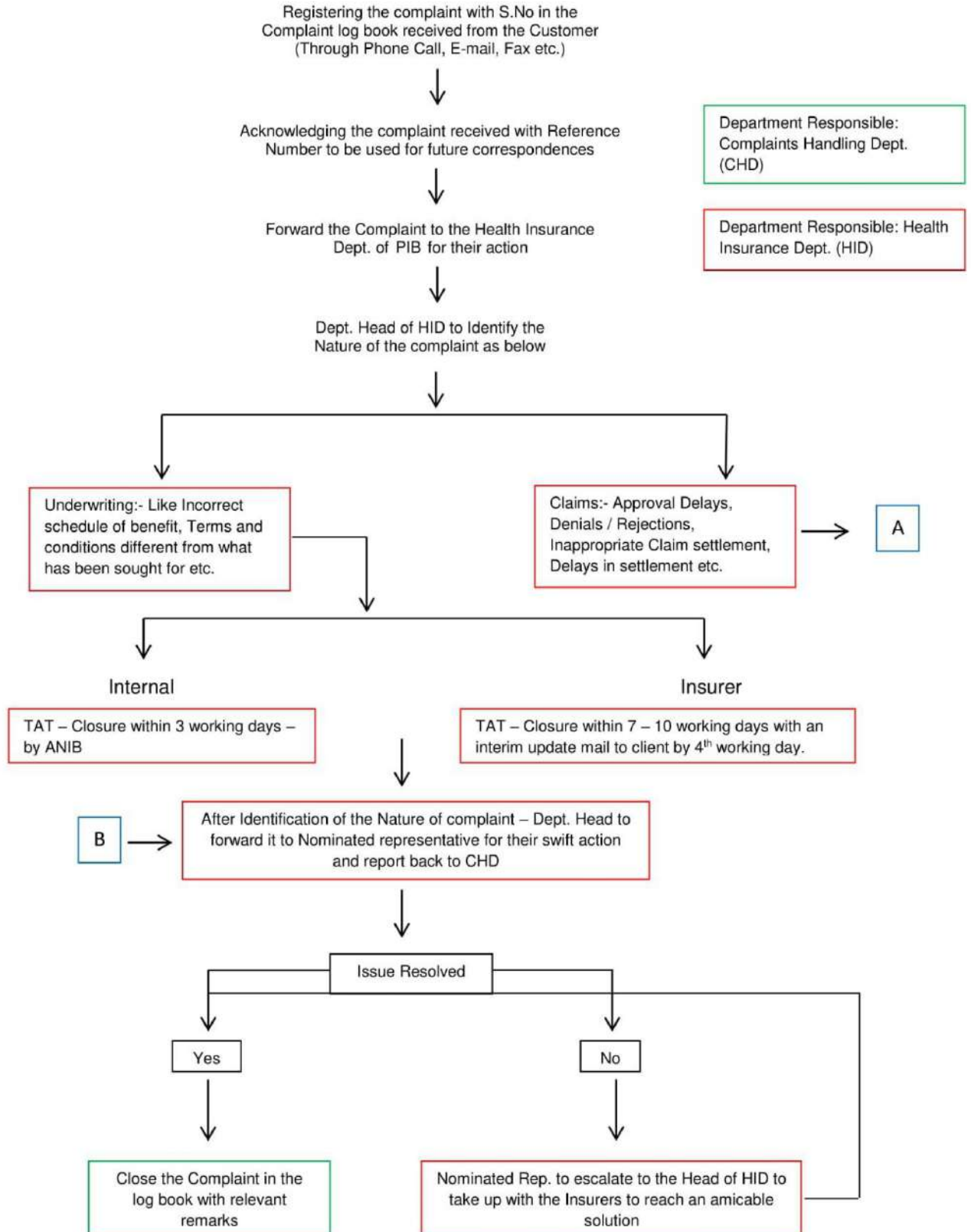
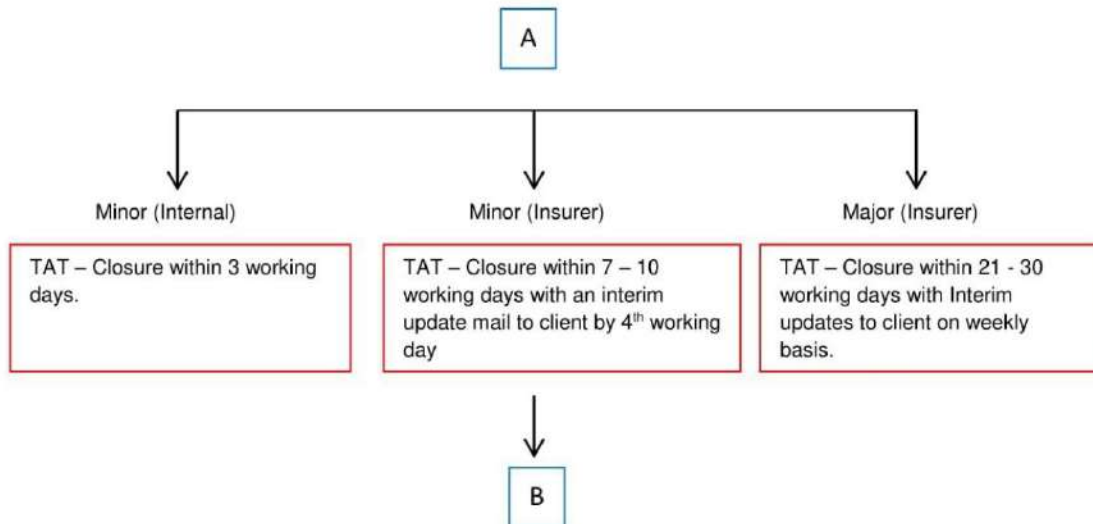


COMPLAINTS HANDLING PROCEDURE





Notes -

1. Monthly report of all complaints received and status must be submitted to Managing Director
2. Fortnightly review by the Internal Auditor
3. Case study to be shared during training sessions with PHIRs to avoid recurrences