



HFCL Limited

(formerly Himachal Futuristic Communications Limited)

Customer Complaint Handling Policy (ISO 10002)

We, HFCL Limited recognize the importance and value of listening and responding to concerns and complaints. We are committed to resolve the customer complaints in an effective & efficient way, protecting the interest of all the stakeholders and complying with all statutory and regulatory requirements.

We will make every reasonable effort to investigate all the relevant circumstances and information surrounding a complaint.

On a continuing basis we will monitor the effectiveness of our complaint handling and make improvements as appropriate.

To determine how a complaint should be managed, we will assess it in terms of severity, health and safety implications, financial implications for the complainant, complexity, impact on the individual, public and organization, potential to escalate, the need for, and possibility of immediate action of these criteria

A handwritten signature in blue ink, appearing to read "Mahendra Nahata".

Mahendra Nahata

Managing Director

Date: 02.03.2015

Revision No.: 00