

**GENERAL SERVICES DEPARTMENT**

Our Ref : GSD/Misc.

Dated : 22.11 2023

Subject: Complaints related to Furniture items

It is brought to the notice of all concerned that henceforth complaints pertaining **to newly installed furniture in Manakalaya** building will be dealt by Maintenance Cell & following complaint mechanism to be followed:

1. The furniture is under warranty and complaints, if any are to be first lodged with company by the concerned department at the helpline numbers 1800-267-1122 and 9810029288.
2. In case of non-resolution of the complaints within 07 days time , the complaint may be escalated to Maintenance cell alongwith the complaint number. Sh. Rakesh, Section Officer (Maintenance cell) will be Nodal Officer for handling such complaints.
3. Maintenance cell will then take up mater with the company for immediate resolution of the complaint.
4. Concerned department will send an e-mail confirmation to Maintenance Cell informing satisfactorily closure of complaint.
5. This issues with the approval of Competent Authority.

Neha Singh  
(Neha Singhal)  
Director(GSD)

Circulated to : All Departments at Hqs through BIS Intranet