

## **NATIONAL HANDLOOM DEVELOPMENT CORPORATION**

### **Grievance Mechanism:**

We value your trust and understand that there may be situations where you need to address concerns or grievances. This Customer Grievance Mechanism outlines our commitment to address and resolve grievance in a transparent and efficient manner.

### **Objective**

The Customer Grievance Mechanism aims to minimize instances of customer complaints through proper service, review and prompt and effective redressal mechanism. The following are broad objectives for handling the customer grievance.

To provide fair and equal treatment to all the applicants without bias at all times.

To ensure that all issues raised by customers are dealt with courtesy and resolved in stipulated timelines.

To develop an adequate and timely organizational framework to promptly address and resolve customer Grievance fairly and equitably.

To provide easy accessibility to the applicants for an immediate Grievance redressal.

How to raise the grievance

The applicants can raise grievance through the following modes:

Phone Call: Call at **0120-2329600** for any complaint.

Email: The applicants may write to **[career@nhdc.org.in](mailto:career@nhdc.org.in)**

Applicants may also raise the grievance by writing us to the following address.

Assistant Manager/HR,  
National Handloom Development Corporation Ltd.,  
Plot No. 03, Sector, Knowledge Park-III,  
Surajpur-Kasna Main Road,  
Greater Noida-201306