



# Empirenet Solutions Pvt. Ltd.

GSTIN No : 27AAICE7609L1Z6 | CIN.No : U46909MH2025PTC443808

## Grievance redressal mechanism

If any consumer is having any grievance related to our products or services then he/she can send us an email on [Enquiry@enspl.in](mailto:Enquiry@enspl.in) or can contact our customer care number [9272026220](tel:9272026220) or can submit the grievance by logging on to our website [www.enspl.in](http://www.enspl.in)

**Details required:** Following details are required for submission of grievance:

- Associate Buyer Name
- Name, Contact number, email address
- Detailed description of the issue
- Attachments including photos, bill, invoices etc.

**Acknowledgement & process:** Once you provide the above-mentioned details and submit your grievance, then a ticket number will be issued to you within 48 working hours (excluding Sunday & public holidays) and the same to be sent to your email id and mobile no. provided by you in your grievance application and your grievance will be redressed within a month's time from the date of its receipt.

**Appeal/Escalations:** if you are not satisfied with the response you received from above process then in that case, you can submit the following detail to appeal/escalate your matter to our grievance redressal office (details of grievance office is provided in schedule enclosed herewith):

- Details of first grievance and response you received out of this.
- Reason for appeal.

After you provide the above-mentioned details and submit your grievance, then a ticket number will be issued to you within 48 working hours (excluding Sunday & public holidays) and the same to be sent to your email id and mobile no. provided by you in your grievance application and your grievance will be redressed within a month's time from the date of its receipt.

**Tracking of complaint:** You can track the ticket number provided to you by logging on to our website and you can also know the status by calling our customer care number [9272026220](tel:9272026220).

## Schedule

**Details of Grievance Redressal officer:**

Name	Email ID	Contact No.
CHANCHAL PRAVIN PANPALIYA	chanchalpanpaliya99@gmail.com	9272026220

CERTIFIED To BE TRUE COPY



EMPIRENET SOLUTIONS PVT.LTD.

Chanchal Paliya  
Director

[www.enspl.in](http://www.enspl.in) pls. write us to - [enquiry@enspl.in](mailto:enquiry@enspl.in)

+91 9272026220

Address - Unit No.162 To 167, V - Wing , Rajat Sankul, Ganesh Peth, Nagpur - 440018.