



Altos Enterprises Private Limited

Altos Nagar, Near Radha Swami Satsang Bhawan, Hambraan Road,
Ludhiana- 141008 (Punjab) INDIA -For Super Zone/Center: 093168-55238,
Customer Care No.: 01615210000 Telefax: 0161-2307433,
Email: info@altosindia.net

Altos has set up Grievance Redressal Mechanism as per the provisions of Consumer Protection (Direct Selling) Rules 2021 which will facilitate the consumers to file complaints through its offices or branches or Direct Sellers, either in person or through post, telephone, e-mail of website:

Following are the responsibilities of **Altos Grievance Redressal Officer**:

- Acknowledges the receipt of any Consumer Complaint within forty-eight working hours
- Redresses the complaint within a period of one month from the date of receipt of the complaint
- If a complaint is not resolved within a month, the complainant is notified in writing of the reasons for the delay as well as the steps taken on the complaint.

Officer Name: Mrs. Neha Gupta
Contact Details: +91-9316855238
Email Address: neha@altosindia.net

Following are the responsibilities of **Altos Nodal Officer**:

- Shall be responsible for ensuring compliance with the provisions of Consumer Protection (Direct Selling) Rules 2021
- Shall ensure compliance with any order, or requisition, made in accordance with the provisions of any other law for the time being in force or the rules made thereunder

Nodal Officer Name: Miss Neha Kashyap
Contact Details: +91-6280427436
Email Address: altosadmin@altosindia.net

For Altos Enterprises Pvt. Ltd.

Neha Gupta
Director

Attended

