



LLOYDS METALS & ENERGY LTD.

Regd. Office and Works : Plot No. A1 & A2, MIDC Industrial Area, Ghugus 442 505, District Chandrapur (MS), Tel : 07172-285398, 07172-285103
Corporate Office : A2, 2nd Floor Madhu Estate, Pandurang Budhkar Marg, Lower Parel, Mumbai-400013, Tel : +91-22-62918111
www.lloyds.in | CIN: L40300MH1977PLC019594 | Email: investor@lloyds.in

Position Name : - Grievance Handling Officer
Qualification : - Any Graduate
No. of Experience : - 1 to 2 Years
Age : - 25-30

Role & Responsibility :-

- To manage conflicts between stakeholders and parties of diverse interests & provide quicker remedies for queries & disputes within regulatory framework for the whole Group within the defined timelines and ensure timely redressal
- To prepare MIS & reports for internal use, committees, regulators & website.
- To interact with other internal departments.
- To maintain customer focus & initiate areas of improvement.
- Investor complaint redressal process within the defined timelines and ensure timely redressal
- Register investor complaints after validation.
- Hold meetings between parties and arrive at resolution of issues.
- MIS & status updates: Send weekly MIS containing details of all complaints and their outcomes to the HOD for internal records and analysis. Send these reports to the respective Company
- Collaboration - Internal & External Stakeholder, Accounts and Finance, Stock Exchanges, RTA
- Establish a system and procedures for logging, responding to and following up on complaints at the Investor levels for the whole Group Companies

Qualifications/Experience

- Desired - Relevant experience in customer interaction & dealings
- Strong communication and interpersonal skills to effectively interact with the Stakeholders
- Managing relationships with the Investors
- Usage of Software Application & Tools
- Dispute Resolution Mechanisms

Name	Trushali Shah	Sampada Nadkarni	Madhur Gupta
Designation	Company Secretary	Manager - HR	Executive Director
Sign			
	Initiated By	Forwarded By	Approved By