



Grievance Redressal Mechanism

At TVA Trade Link LLP, satisfaction of our Customers as well of Distributors is at prime focus. We are committed to serve them with Industry's best practices, which minimizes incidents of dissatisfaction. Though, if such issues take place we have set up Grievance - Cell which addresses the issues and solve it out in timely manner to manage satisfaction level of the people who deals with us.

- 1) How to raise the Complaint: Customers, Distributors or any other person who have complaint with us, can raise their voice in following ways.
 - A) Call to Customer Care: They can call on our Customer Care No. +91 85110 83111&+91 85110 86111 and lodge their issues.
 - B) E-Mail to Customer Care: They can E-Mail their queries on our customer care email address customercare@myfishfa.com
 - C) Feedback on our website: They can send their queries through Grievance form, which is available on our website www.myfishfa.com/grievance
 - D) Write a letter: They can write letter with details of their queries and send it to our official address. TVA Trade Link LLP, 3/7 - Corner, Laxminagar Main Road, Mavdi Plot, Trishul Chowk, Rajkot -360311, Gujarat.
 - E) Walk-in in Person: They can walk-in and personally meet our customer care team at our official address. TVA Trade Link LLP, 3/7 - Corner, Laxminagar Main Road, Mavdi Plot, Trishul Chowk, Rajkot -360311, Gujarat.

Timings: Monday to Saturday: 10.30 AM to 6.30 PM

All these information are available on our official website www.myfishfa.com also.

2) Complaint Ticket No. :

First of all complaint will be recorded and complaint ticket no. will be generated. Then after complainant will be informed through email & sms about the confirmation that their complaint is registered and complaint ticket no. will be provided within 48 Hrs of the receipt of the complaint. With this ticket no. they can check the status of their complaint through our official website.



3) Time Frame:

Once complaint ticket no. is generated, as per nature of complaint, will be passed to the concern department and tentative time to solve the issue will be demanded. Then after complainant will be informed on email & phone about the tentative time to solve the issue.

Most of the complaints are being solved within 4 working days. However it's our commitment that every issue will be resolved within maximum 10 working days from the date of registration of the same. Once issue is resolved, complainant is again informed on email and phone and ticket no. will be closed.

4) Maintenance of Record :

Digital complaint register is duly maintained. Grievance Redressal Officer and Partner (In-Charge, Operation) periodically review the details.

5) Escalation of Complaints:

If any one is not satisfied with the solution provided from Customer Care Team, they can escalate their complaint to the Grievance Redressal Officer as well subsequently to the following senior most positions.

A) Grievance Redressal Officer:

Name: Mr. Ashok Seliya

Address: TVA Trade Link LLP,
3/7 - Corner, Laxminagar Main Road,
Mavdi Plot, Trishul Chowk,
Rajkot - 360311, Gujarat.

Contact No.: +91 85110 89111

E-mail: grievanceofficer@myfishfa.com

Time Frame: 4 Working Days, if complaint is escalated to Grievance Redressal Officer.

B) Nodal Officer:

Name: Mr. Paragraj T. Sorathia

Address: TVA Trade Link LLP,
3/7 - Corner, Laxminagar Main Road,
Mavdi Plot, Trishul Chowk,
Rajkot - 360311, Gujarat.

Contact No.: +91 85110 29111

E-mail: nodalofficer@myfishfa.com

Time Frame: 4 Working Days, if complaint is escalated to Nodal Officer.



c) Partner(In charge – Operation):

Name: Mr. Neil S. Patel

Address: TVA Trade Link LLP,
3/7 - Corner, Laxminagar Main Road,
Mavdi Plot, Trishul Chowk,
Rajkot - 360311, Gujarat.

Contact No.: +91 85110 84111


E-mail: neil@myfishfa.com

Time Frame: 4 Working Days, if complaint is escalated to
Partner (In charge - Operation).

Here, its full details on our Grievance Redressal Mechanism.



Date: 27/10/2025
Place: Rajkot - Gujarat

TVA TRADE LINK LLP

DESIGNATED PARTNER

Neil Sanjaybhai Patel
Partner, TVA Trade Link LLP