



Customer Charter

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Section 1 - Customer Charter

1.1 Introduction

The mission statement of Chrixo Technologies Private Limited is “providing for the supply, facility and provision of dedicated IT services entrusted to the Company by physical or juridical persons, trust, association or companies, and intended for trade/commerce”.

The Company was established in November 2023 to function in the IT services sector. It operates and offers the following services: information technology services and related services, software development, IT consulting, data management, cloud computing, and artificial intelligence (AI).

Services provided by Chrixo meet the requirements of the legislation in force in India as per the Information Technology Act 2000.

Customer provided with services in Chrixo offices located in the Maharashtra State. The Company has no branches.

1.2 Our customer Charter

In carrying out its functions the Company is committed to treating all our customers equally and to delivering the highest quality of customer service. The Company will always respect the rights of all parties in the delivery of service.

This Charter sets out the level of service which you can expect to receive if you have recourse to the Company. It outlines our commitment to you.

We aim for a relationship with our customers that is characterized by courtesy and respect, together with efficient and effective service delivery and the minimum of delay.

1.3 Our Commitments and Standards

When you contact us by phone, letter or email

- Professional and courteous staff will identify themselves and provide appropriate contact details or any further communication.
- Your phone call will be answered promptly and a response will be provided to voicemail messages within 1 working day of receipt where possible.
- We will acknowledge your written enquiries (including email) within 5 working days and will issue a response within 15 working days; we will keep you informed of progress if a final reply is not issued within 15 working days.

When you visit our website

- We will seek to ensure information is up-to-date, clear, accurate, comprehensive and accessible.

Equality and accessibility

We are committed to providing a service to customers that upholds their right to equal treatment established by equality and disability legislation. If you have specific requirements, please advise the Company as soon as possible.

Delivering services

- The Company will provide its services keeping in mind the highest standards of ethical and professional behaviour in an effort to ensure customer satisfaction
- The Company will ensure that the views and opinions of the customers are taken into consideration during the administration and implementation of any services.
- Meetings related to service delivery/provision are held in private, we will ensure complete confidentiality of such meetings.
- The Company will arrange for a suitable place to hold the meeting, either virtually or physically.
- The Company will not disclose, provide or release any material that has been used in the meetings regarding service delivery. In certain circumstances, the Company, if required by a court of Law, may disclose such information.
- After the services are delivered, the Company will keep the record of such meetings until a period of 90 days or till the end of contract, whichever is later.

1.4 Limitations

While we provide general information on the nature of the services available from the Company, we cannot provide legal advice regarding the merits of any service in advance.

1.5 Internal Customer

The Company recognizes staff as internal customers and ensures they are properly supported and consulted regarding service delivery issues.

1.6 Customer responsibilities

To assist us in reaching our service standard, we ask that you:

- Provide any information, including reference numbers that are relevant to your query.
- Ensure that all forms are completed as accurately as possible.
- Provide all necessary supporting documentation.
- Respond to requests for additional information as promptly as possible.
- Follow the IT Rules and Regulations and any instructions issued.
- Treat our staff with courtesy and respect.

1.7 Monitoring, evaluation and reporting

We will measure and evaluate our performance against our commitments in the Charter and will report on these each year in our Annual Report.

1.8 Comments and Queries

We welcome customer feedback on our services and invite customers to contact us with any feedback they may have.

Contact us by email at info@chrixo.com

If you are unhappy with the quality of the service you receive from us you have the right to complain. All complaints will be dealt with promptly, fairly and impartially in line with our procedures for dealing with customer complaints.

Please see our Complaints Procedures at <https://www.chrixo.com/content/dam/chrixo/documents/complaint-procedure-en.pdf>.

Please note that publication of this Customer Charter is not intended to create new legal rights for customers.

Section 2 - Customer Service Action Plan

2.1 Introduction

The Company is committed to providing a professional, efficient and courteous service to all of its customers. Our Customer Action Plan describes how the commitments and standards set out in our Customer Charter will be delivered by Chrixo Technologies Private Limited in accordance with the guiding Principles of Quality Customer Service (QCS).

Our targets, as set out in this Customer Service Action Plan, **do not create any legal rights for customers.**

2.2 Principles of Quality Customer Service (QCS)

The Company is committed to providing the highest levels of service to all our customers in accordance with the 12 Guiding Principles for QCS:

1. Quality Service Standards

2. Equality/Diversity

3. Physical Access

4. Information

5. Timeliness and Courtesy

6. Complaints

7. Appeals

8. Consultation and Evaluation

9. Choice

10. Official Languages Equality

11. Better Co-ordination

12. Internal Customer

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The manner in which the Company will honour these principles is set out in our **Customer Charter** (Section 1).

2.3 Our commitment to our customers

The Company is committed to providing a professional, efficient and courteous service to all of its customers. This Customer Action Plan provides further details of how the commitments and standards outlined in our Customer Charter will be delivered by the Company in accordance with the guiding Principles of Quality Customer Service (QCS) which have been adopted across the industry.

1. Quality Service Standards

We will ensure that our Customer Charter, Customer Service Plan and Complaints Procedure are available on our website.

2. Equality/Diversity

We will ensure that:

- a focus on equality/diversity is maintained in the Company;
- all customers are treated equally and in accordance with relevant legislation;
- appropriate interpretation services, including sign language, are provided to meet customer needs at meetings, when required.

3. Physical Access

We will aim to ensure that our services, facilities and venues for meetings in Aurangabad/Chhatrapati Sambhaji Nagar and at regional locations are accessible to all our customers. In addition, we will continue to enhance accessibility using technology where appropriate, building on remote capacity developed in 2020.

4. Information

We will aim to ensure that:

- all information provided by the Company is clear, timely, accurate and accessible to our customers;
- as much of this information is published on our website as possible;
- our website will be kept under review;
- guidance on accessing our services will be accessible and up-to-date;
- our website conforms to the web accessibility guidelines.

5. Timeliness and Courtesy

We will aim to ensure that:

- all customers are treated with courtesy and that all enquiries are dealt with promptly and efficiently;
- all staff provide their name when answering telephone calls;
- voicemail recordings are updated as necessary and that all voicemail messages are responded to within 1 working day of receipt.

6. Complaints

We have a clear complaints procedure in place and this will be available on our website.

We will aim to:

- investigate complaints made about the quality of customer service provided promptly, fairly and impartially and respond to complainants within the timeframes specified;
- review customer feedback from the operation of our complaint procedures with a view to further improving service delivery.

7. Appeals

We will make customers aware of the review process, where a decision is made relating to the quality of service provided by the Company.

8. Consultation and Evaluation

Customers are welcome to submit views and comments to info@chrixo.com

We will aim to:

- review customer feedback with a view to further improving service delivery;
- ensure the levels of service provision and delivery by the Company are evaluated on a regular basis.

9. Choice

We will aim to:

- provide a range of appropriate contact channels, for example, email and through our website www.chrixo.com;
- continue to provide information online and through appropriate channels;
- seek to progress and broaden the range of services available to customers online.

10. Official Languages Equality

We will aim to:

- comply with our obligations under the Official Language in the States we are operating;
- publish major publications such as the Company's Annual Report in English and Hindi/regional language;
- make available main pages of our website www.chrixo.com in both English and Hindi/regional language;
- reply to all correspondence received in Hindi/regional language;
- continue to coordinate and support our staff to learn Regional and/improve their regional language skills.

11. Better Co-ordination

We will aim to participate in inter Departmental and cross Industrial fora, such as the Quality Customer Service (QCS) Network, in order to ensure that our approach to service delivery is consistent with best practices across the industry.

12. Internal Customers

We will aim to:

- keep staff informed of developments in the Company, where appropriate, through use of relevant channels of communication including intranet;
- consider the development of new approaches, including e-delivery methods, to provide for high quality training and development of staff;
- offer training in customer service and other related training to staff who are in regular contact with members of the public.