

GRIEVANCE REDRESSAL MECHANISM

1. Grievance Registration:

Stakeholders can register grievances through multiple channels, such as email or physical submission.

2. Acknowledgment:

Complaints are acknowledged in writing within 3 working days of receipt, confirming registration.

3. Grievance Categorization:

Grievances are classified based on their nature, including service-related issues, compliance matters, financial disputes, operational challenges, and policy-related grievances.

4. Investigation and Resolution:

The Complaint Redressal Officer (CRO), or designated authority thoroughly investigates the grievance and may seek additional information from the complainant.

Resolutions are typically provided within 30 days from the date of receipt. For complex grievances requiring additional time, stakeholders are informed of the delay and provided with reasons and expected resolution timelines.

5. Escalation Mechanism:

If the complainant is dissatisfied with the resolution, the grievance can be escalated to the Complaint Redressal Appellate Officer (CRAO).

The escalation follows a structured hierarchy, ensuring grievances are addressed at the appropriate management level, including the top management if necessary.

6. Feedback and Follow-up:

Feedback is actively sought from complainants regarding the resolution process to drive continuous improvement.