

Grievance Redressal Mechanism

Chapter - 6

COMPLAINTS/PUBLIC GRIEVANCES REDRESSAL MECHANISM

A customer who wishes to register feedback, suggestions or complaints about any product or service may lodge the same by any one of the following method:

- 1. Availability of complainant / suggestion book at Indane Distributor and Petrol Pumps:** As per the MDG Provisions it is Mandatory for the dealers to maintain a suggestion / complaint book and make the same readily available to the customer on demand. A message indicating availability of this book is also prominently displayed at the retail outlet and Gas Agencies. The field officer goes through the complaints book during his inspections, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the officers or action is taken based on input given by the customers.
- 2. Display of contact No and Address at Retail Outlets / Indane Distributorships:** The Field Officer's / Dealer's / Distributorship's Telephone contact Numbers, Postal and email address are displayed at all the retail outlets / cooking gas Distributorships, for the customer to contact the Company Officials or writing to them.
- 3. Toll Free Number Call Centres)** - In order to have a convenient, easy and effective way to enable the customer to register their complaint and follow them up, a common all India Toll Free Number 1800 2333 555 is in place for registration of complaints.
- 4. Web based complaints:** Customers can also register their complaints / feedback through IOC Corporate website i.e. www.iocl.com. Once a complaint is registered on the website it automatically goes to the concerned Officer of the Divisional Office/Area Office / State Office for further action. A reply is sent to the customer by the concerned Office, upon redressal. Provision in the system enables customer to view the status of the complaint on the web site.