# Contents of Client Related Matters (CRM)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>ISO CLAUSE NO</th>
<th>Particulars</th>
<th>Document Number</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>8.2.1</td>
<td>Contents</td>
<td>YASHADA/C01/CRM</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>8.2.1</td>
<td>Objectives</td>
<td>YASHADA/C01/CRM</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>8.2.1</td>
<td>Grievance Redressal</td>
<td>YASHADA/C01/CRM</td>
<td>3-4</td>
</tr>
<tr>
<td>4</td>
<td>8.2.1</td>
<td>Flow Chart for Grievance Redressal</td>
<td>YASHADA/C01/CRM</td>
<td>4</td>
</tr>
<tr>
<td>5</td>
<td>8.2.1</td>
<td>Scrutiny of complaint</td>
<td>YASHADA/C01/CRM</td>
<td>5</td>
</tr>
<tr>
<td>6</td>
<td>8.2.1</td>
<td>Dissemination of Information</td>
<td>YASHADA/C01/CRM</td>
<td>6</td>
</tr>
<tr>
<td>7</td>
<td>8.2.1</td>
<td>Feedback mechanism</td>
<td>YASHADA/C01/CRM</td>
<td>7</td>
</tr>
</tbody>
</table>
1. –OBJECTIVES: -
» To ensure that the grievances of the clients including the sponsoring authority within stipulated time frame. (Refer CRM 02,03,04)
» To ensure the Service delivery as per the prescribed time standards (Refer CRM 05)
» To ensure effective communication to clients through various mechanisms like
  (a) Automatic mechanism by using mediums like
    -Web-site
    -Posters
    -Info-boards
    -Checklists
  (b) On demand
    -Telephones
    -Letters
    -Emails
  (c) Special
    (For changes & announcements)
» Taking feedback from clients.(Refer CRM 06)
» Disposing off the applications under the Right to Information Act as per the procedure laid down in the Act.

2. - MEASURABLE OBJECTIVES: -
a. Grievance redressal in time
b. Communication
c. Number of negative feedbacks received/client complaints

3. - MEASURE (Target): -
» Acknowledgement
  - 1 day
» Final reply
  - 1 month

4. - RECORD WITH FREQUENCY: -
» Register
» Inspection / audit report
» Evaluation forms

5. – TIME FRAME: -
» As mentioned in 3.
1. Name of the Activity: Grievance Redressal

2. Objectives: To resolve the grievances raised by the Clients/employees.

3. Priority: Top

4. Decision Making Authority: DG/DDG

6. List of Documents to be annexed for decision-making:
   1) Complaint

7. Output of Activity and no. of copies: Report

8. Reports generated: Monthly
Name of the Activity – Grievance Redressal

Officers Designated under Right to Information:
(1) Information Officer – Shri Yogesh Bhosale (Assistant Registrar)
(2) Appellate Authority – DG
Scrutiny of complaint

- Scrutiny
  - Right to Information
  - Serious matter
  - Anonymous Complaint
    - Specific
    - Non-Specific
      - File & close

- Acknowledgement
  - Hearing if required
  - Enquiry
    - Findings confirm Lacunae
    - Findings do not reveal Lacunae
      - Preventive & Corrective action
        - Reply

Prepared by: MR
Sign: Sd/- xxx
Date: 23/07/2010

Approved by: DG
Sign: Sd/- xxx
Date: 25/07/2010
Dissemination of Information

Information

Auto
- Poster
  - As & when situation demands

On demand
- Intranet
- Website
- Letters
- Telephone
  - Updation as & when required due to
    a. Changes in Departments
    b. Change of officers
    c. Notification & amendments
    d. New concept
Feed back Mechanism

Routine

Feedback form

Positive feedback

Letter of appreciation to the concerned office / employee

Management Review

Root cause Analysis

Preventive & Corrective actions

Special

Visitor’s letters entry in visitors

Negative feedback

Acknowledgement

Prepared by
Sign  Sd/- xxx
Date  23/07/2010

Approved by
Sign  Sd/- xxx
Date  25/07/2010