

Title	CRM Procedure Manual	ISO Clause No 8.2.1	Rev. No Nil
Document No	YASHADA/C01/CRM	NIL	Date 25/07/2010

Contents of Client Related Matters (CRM)

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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.

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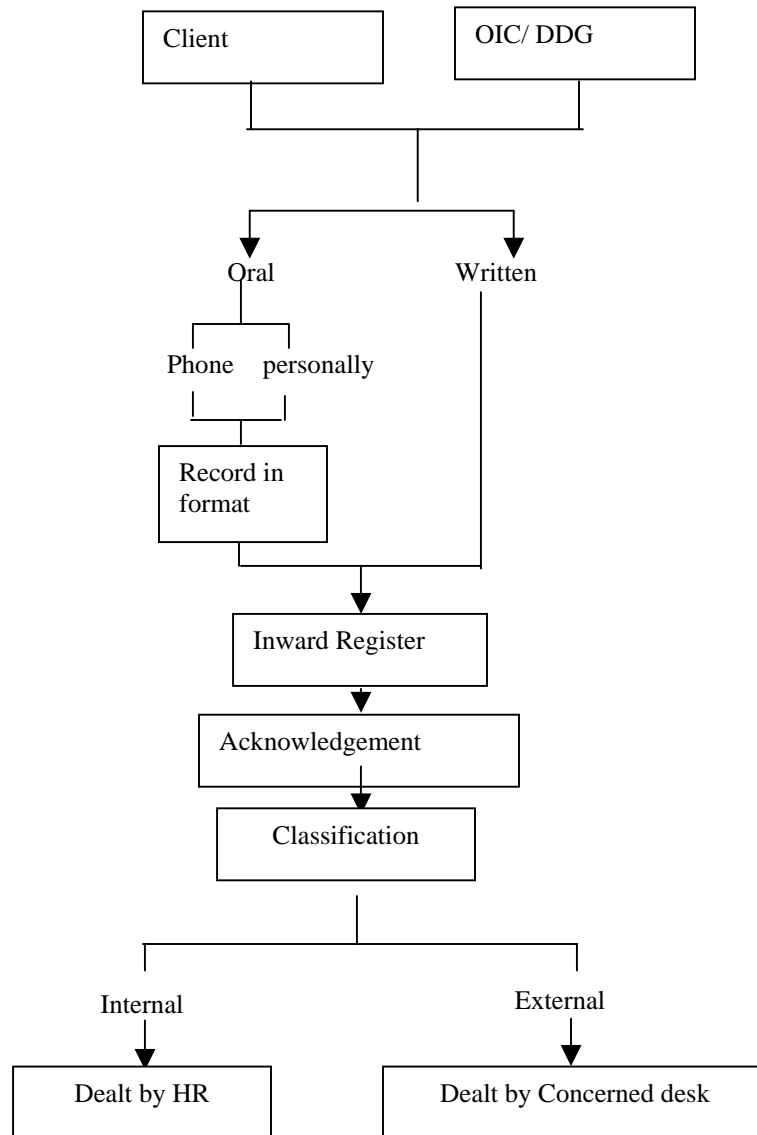
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1. Name of the Activity: Grievance Redressal
2. Objectives: To resolve the grievances raised by the Clients/ employees.
3. Priority: **Top**
4. Decision Making Authority: DG/DDG
6. List of Documents to be annexed for decision-making:
 - 1) Complaint
7. Output of Activity and no. of copies.- Report
8. Reports generated: - Monthly

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Name of the Activity – Grievance Redressal



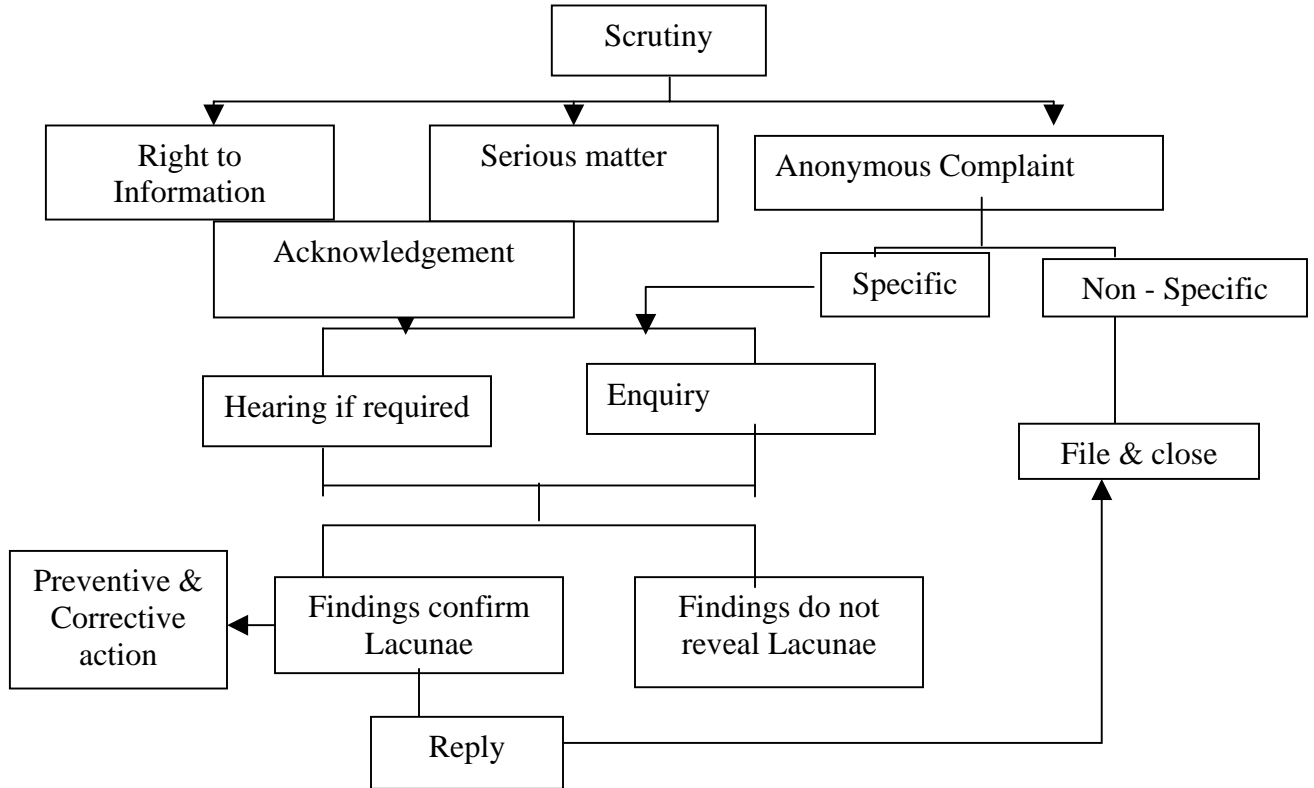
Officers Designated under Right to Information:

- (1) Information Officer – Shri Yogesh Bhosale (Assistant Registrar)
- (2) Appellate Authority – DG

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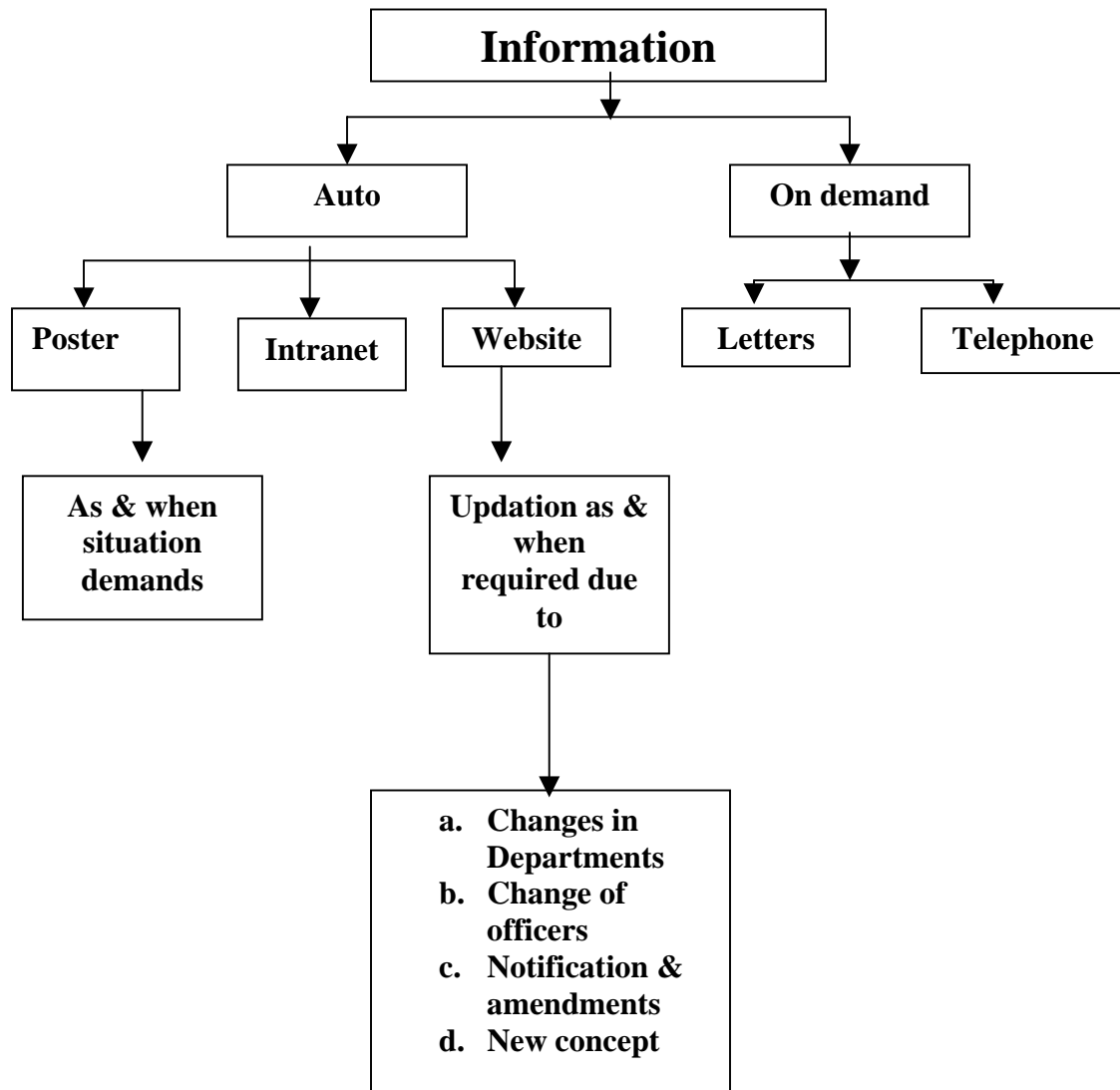
Scrutiny of complaint



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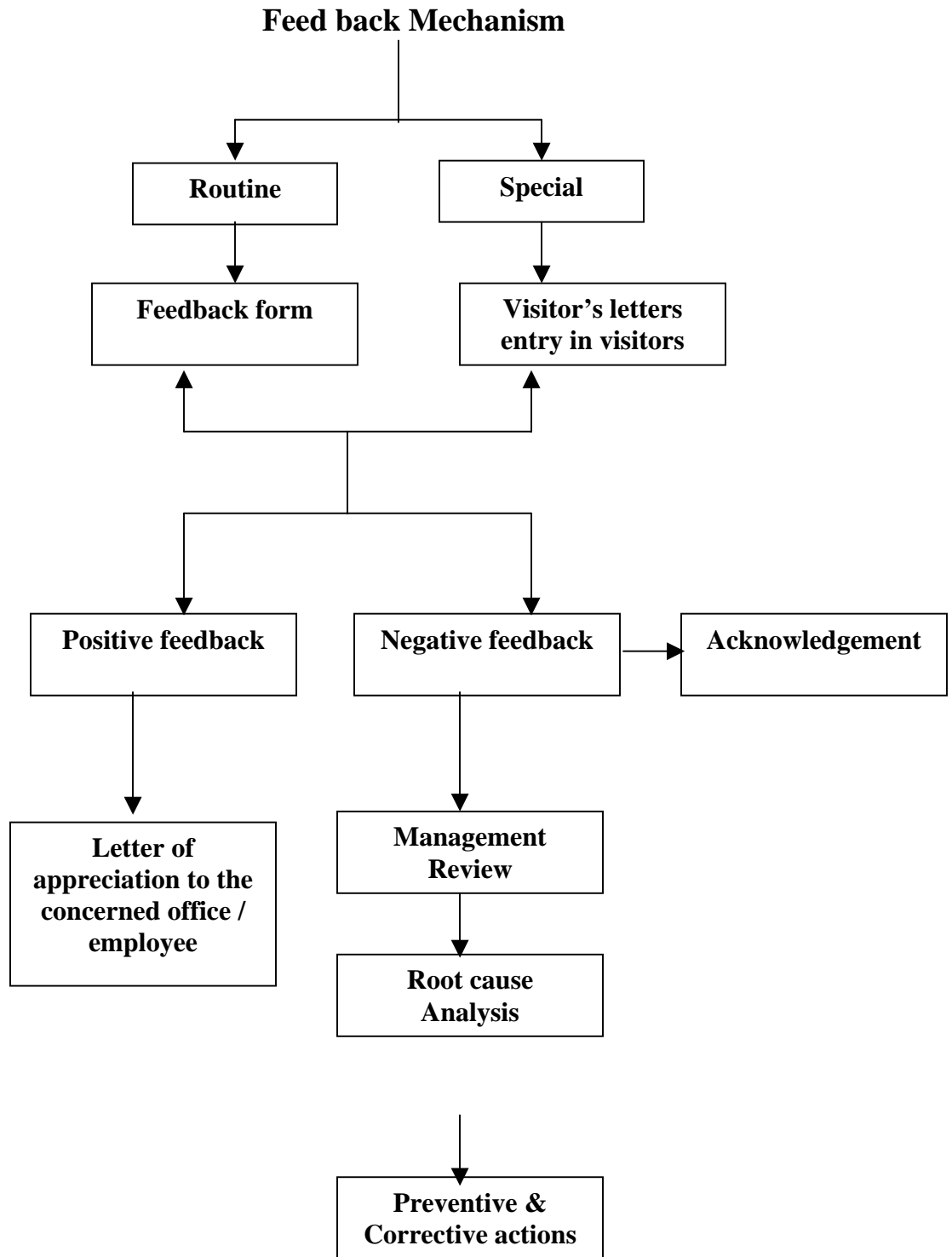
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Dissemination of Information



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