



CON/ACD/PGRS/78

Dt. 23.08.2023

Subject :- Online “ Public Grievance Redressal System” facility on CONCOR’s Website.

An online “Public Grievance Redressal System” (PGRS) has been developed by CONCOR to attain the following objectives:

1. Provide online facility on CONCOR’s Website for lodging and monitoring Grievance.
2. Reduce time in addressing Grievance
3. Increase transparency
4. Provide round the clock access for lodging and monitoring Grievance

The target time for resolving the grievance under PGRS is 15 working days* of lodging of the grievance by the customer.

(*Note: Monday to Friday will be considered as Working Days)

In this regard, Competent Authority (CMD in this case) has approved the following stepwise guidelines to be followed by the respective Terminal/Areas/CO for resolving the public grievance:

Step-1:

Lodging of Grievance : Customer may lodge his/her grievance in two ways:

- (1) **Online grievance lodging** – through CONCOR’s website (www.concorindia.com) Public grievance. After lodging of customer grievance, a unique registration number will be generated and an auto mail on the basis of the information filled by the complainant will be sent to the concerned area/terminal/official along with auto acknowledgment/intimation to the complainant in the standard formats.
- (2) **Manual grievance lodging** – In case of manual grievance received in the form of written letter or email, scanned copy of the same will be uploaded on the portal by the nominated officer of the approached area/terminal/CO. In case the complainant approaches a terminal other than the nominated terminal/area/the approached terminal will forward the complaint to the concerned nominated official of the Area/terminal for further uploading of the grievance on the portal.

After lodging of customer grievance, a unique registration number will be generated and an auto mail on the basis of the grievance lodged by the complainant will be sent to the concerned area/terminal/official along with auto acknowledgment/intimation to the complainant in the standard formats. In case mail-id of the complainant is not available the party will be contacted through phone & informed and/or a letter will be sent to him/her informing the unique registration number & requesting him/her to log on CONCOR's website for further update.

Step-2:

Updation of status: Once the grievance is successfully lodged it will be automatically assigned to the concerned area/terminal/CO where CONCOR's nominated officer will look into the issue, take necessary action and update the status accordingly on PGRS which can be seen by the complainant.

Following details will be entered by CONCOR's nominated official for the Grievance to be assigned to him/her:

(a) Status, (b) Internal Noting (optional), (c) Upload supporting documents (optional), (d) Action Taken & (e) Closure of request.

Some predefined status are given as help for nominated person for status updation as under:

1) THE DESIRED INFORMATION HAS BEEN SENT.

2) UNDER EXAMINATION AT OUR LEVEL.

3) FORWARDED TO THE CONCERNED OFFICE.

4) CLARIFICATION /DETAILS SOUGHT FROM COMPLAINANT.

5) CASE HAS BEEN RESOLVED.

6) INTERIM REPLY TO COMPLAINANT.

Complainant will be able to see and print the following status on the grievance lodged by him: (a) Grievance registration no., (b) Name, (c) Date, (d) Name of the concerned terminal/area, (e) Officer Name, (f) Officer designation, (g) Contact Address, (h) Contact Number, (i) Email-Id of Officer, (j) Grievance Description & (h) Current Status.

Information to be furnished by the customer:

The customer has to fill the following information at the time of lodging a grievance:

(a) *Grievance pertains to: Corporate/Area/Location

(b) *Name of the complainant:

(c) Complaint Category: Individual/Organisation

(d) *Password:

(e) *Confirm Password:

(f) Password Clue:

(g) Category of grievance:

HR/Finance/Tehnical/Operation/Commercial/Administration/Civil/Others

(h) *Address:

(i) *Phone No.:

(j) *Mobile No.:

(k) *Email ID:

(l) * Grievance Description:

m) * Has the customer earlier lodged the grievance on the same subject (for past reference):

(n) Upload the supporting document:

(Note: Entries prefixed with * Fields are mandatory)

Step-3:

Clarification/Reminder: Customer can lodge a reminder/clarification on his past grievance. The following information will be filled by the complainant for reminder/clarification:

- (a) Registration no.
- (b) Type of follow up: Reminder/Clarification
- (c) Description

Auto intimation through mail will be sent to all concerned officials by the system just after the lodging of reminder/clarification by complainant. CONCOR's nominated officer/nodal officer can see reminder/clarification and update status on it (just as in Step-2 above). Updated clarification will be visible to complainant along with grievance.

Step-4:

Closure of request: As and when the case is resolved by the nominated officer at Area/Terminal/CO level an intimation regarding closure of the case will be sent to complainant with the action taken/details of the action taken to solve the issue. In this regard, the nominated officer at the time of closure of request will clearly state the final status of the case.

Step – 5:

Generation of Reports/Queries: Following reports are available for monitoring the grievance:

- (a) Grievance received within a specified period
- (b) Pending Grievance on a particular date
- (c) Grievances Closed within a specified period
- (d) Feedback of customers.

Feedback of the customers will be based on the following predefined status:

- 1. Did you get Prompt response (Yes/No):
- 2. Is the PGRS system helpful in solving your grievance (Yes/No):
- 3. Settlement process of grievance/complaints (Excellent/Very good/Good/Average):
- 4. Your suggestion:
- 5. Your overall experience with CONCOR (Very Satisfied/satisfied/good/average/not good):

A monthly report on all grievances received during the month with action taken/status will be compiled and put up to directors/CMD for the information.

Formats for auto mails:

(A) Format for Auto Acknowledgement to the Complainant:

Dear Sir/Madam,

Thank you for accessing the web based CONCOR Public Grievance Redressal System facility to lodge your issue. Your Complaint/Grievance has been successfully registered vide registration no.: CON/PG/P/13/10102363 (Unique System generated registration no.). Please quote the same in all future correspondence on the subject issue. It is our earnest endeavor to look into the issue lodged by you and keep you posted of the action taken to address the problem promptly and effectively. The concerned official will address your issue and get back to you within 5 working days.

Thanks & Regards
Container Corporation of India Limited

(B) Format for intimation to the nominated CONCOR Official:

With reference to the grievance lodged against registration number CON/PG/P/13/10102363 (Unique System generated registration no.), kindly take suitable necessary action at your end to resolve the issue and update the status on CONCOR Public Grievance Redressal System as per the timelines.

CONCOR Public Grievance Redressal System

(C) Format for intimation of Closure of request to the Complainant.

Dear Sir/Madam,

The case/issue lodged by you vide registration no. CON/PG/P/13/10102363 has been resolved and the action taken/final status of the case is If you have any further comments/suggestions in this regard, please feel free to contact us. Your input will help us in improving our business insight and serve you better.

Thanks & Regards
Container Corporation of India Limited.

(D) Auto mail format for escalation (for status updation)

Sub: The status of case has not been updated in PGRS

With reference to the grievance no. CON/PG/P/13/10102363 dated, as the status of the case has not yet been uploaded on PGRS so the case has been forwarded to you for taking further necessary action.

CONCOR PUBLIC GRIEVANCE REDRESSAL SYSTEM

(E) Auto mail format for escalation (for closure of case)

Sub: The case is pending for closure in PGRS

With reference to the grievance no. CON/PG/P/13/10102363 dated _____, as the threshold limit to close the case has expired so the case has been forwarded to you for taking further necessary action.

CONCOR Public Grievance Redressal System

Customer complaint/grievance will be escalated/ triggered in the following manner:

At Terminal Level:

1. Nominated Officer at terminal level will have to take corrective action and update the status/closure of the case within five working days of lodging of grievance/complaint by the complainant.
2. In case nominated officer at terminal level does not take action on the customer complaint/grievance within five working days, it will be automatically forwarded to the mail box of concerned Area Head to resolve the issue within five working days.
3. In case, the said complaint is still not addressed within next 5 working days, it will be automatically forwarded to the mail box of Nodal Officer at CO (ED/BD, SP & C).

At Area Level:

1. Nominated Officer at area level will have to take corrective action and update the status/closure of the case within five working days of lodging of grievance/complaint by the complainant.
2. In case nominated officer at area level does not take action on the customer complaint/grievance within five working days, it will be automatically forwarded to the mail box of concerned Area Head to resolve the issue within five working days.
3. In case, the said complaint is still not addressed within next 5 working days, it will be automatically forwarded to the mail box of Nodal Officer at CO (ED/BD, SP & C).

At CO Level:

1. Concerned Officer at Corporate Office will have to take corrective action and update the status/closure of the case within five working days of receiving the forwarded grievance/complaint.
2. If the concerned officer at CO does not take action on the same within 5 working days, it will be forwarded to the mail box of the concerned HOD (ED/BD, SP & C).
3. In case, the said complaint is still not addressed by HOD in 5 working days, an auto reminder will be sent to him by the system for the same repeatedly until the case is not resolved.

(Note: All the grievances are to be finally redressed within a total period of 15 working days (including all levels/stages). If longer period is required at any level/stage, the Complainant is to be informed through an interim reply within 5 working days indicating the reason for delay and additional time required for final redressal of the grievance. In case an interim reply is uploaded within five working

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days of registration of grievance, it will not be escalated to higher level for the next five working days. In case interim reply is updated at every five working days but the case is not closed within 15 days, then on the sixteenth day it will escalate to the next higher level with a copy to ED (BD, SP & C).

ED/BD, SP & C