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# **Grievance Redressal Mechanism**

## Chapter – 6

# COMPLAINT / PUBLIC GRIEVANCES REDRESSAL MECHANISM

A customer who wishes to register feedback, suggestions or complaint 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 RO dealers and LPG distributors 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. During inspections, the field officer goes through the complaints book, 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 officer or action is taken based on complaint/ input given by the customer.
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 / LPG Distributorships, for the customer to contact the Company Officials or writing to them.
3. **Toll Free Number Call Centre -** In order to have a convenient, easy and effective way to enable the customer to register their grievance / suggestion and follow them up, a common Toll Free Number **1800 2333 555** is in place which can be accessed from anywhere in the country. The number is operational from 08.00 AM to 8.00 PM on all days except national holidays.
4. **Web based complaints:** Customers can also register their complaints / feedback by raising Service Request through IndianOil Complaint/Grievance management Portal. Link of the Portal can accessed from IndianOil Corporate website i.e. [www.iocl.com](http://www.iocl.com) and [www.indane.co.in](http://www.indane.co.in).

On the home page of Portal select the respective product and proceed by entering the complaint details. Customer needs to enter its contact details and product/service category. Once the complaint is registered customer will receive a unique Service Request No. which can be used for further communication.

Complaint is escalated to the concerned department for further action; an e-mail/SMS is sent to the customer on his/her registered e-mail Id / cellular phone number. There is provision in the system to enable customer to view the status of the complaint on the website using its unique Service Request No. The customer has the provision to re-open the complaint if the customer is not satisfied with the complaint resolution.

5. **Timelines for grievance redressal:** IOC endeavors to respond to complaints received through Toll-Free number/Web Portal within fourteen days from the date of registration except in circumstances beyond control of the Corporation viz. Natural calamities, strikes, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such case, an interim reply would be sent.
6. **Grievance Cell and Personal Hearing:** Customers can also register their complaints by post /mail to Divisional Managers, Area Managers or 16 the State offices, who are the Nodal officer for the respective offices / States. The Divisional/Area Managers & the State office in-charges also give personal hearing to customers / public even without prior appointment on specified time and days which are prominently displayed on the notice boards in the respective offices and also publicised through advertised published in leading newspapers from time to time. The details of the Divisional / Area Managers / State Offices are available on our corporate website <http://www.iocl.com>.