



Ref.No.KSFC/HO/ED(F)/357/2008-09

Date : 13.06.2008

CIRCULAR No.814

Sub : Redressing Public Grievances

-:o:O:o:-

The Board of Directors in the meeting held on 02.06.2008 have observed that redressal of customers' grievances by the officers of the Corporation is not satisfactory. After detailed discussions the Board desired that the present system of redressing the public grievances should be re-modeled to ensure speedy redressal of the grievances. In this regard, as per the decision of the Board the following guidelines are issued for immediate implementation:

- (a) All the Officers, HODs, ZMs, BMs should give focused attention for customer service and ensure that customers are responded to quickly and their grievances redressed expeditiously within the frame work of the existing rules, regulations and policies.
- (b) In respect of the public grievances received at HO, the following system is put in place for redressal of customer grievances:
 - i) The nodal officers will be ED(O) in respect of HO cases and ED(F) in respect of BO cases for resolution of public grievances.
 - ii) The customers of the Corporation shall be informed to give their grievances, if any, in writing or by e-mail. These grievances should be registered in the office of concerned EDs.
 - iii) Upon the receipt of grievances, the concerned BMs and HODs should be supplied with a copy of the grievances lodged and with an advise to submit the file / status reports of the cases along with their comments on the grievances directly to the concerned EDs within three days from the date of receipt of applications by them.
 - iv) After receipt of status report from the concerned BM / HOD the respective EDs should go through the facts of the case and should take appropriate action to sort out the issues on priority.
 - v) If required, the client should be called for a discussion with the concerned ED on a specific day. In this regard, the second and fourth working Saturdays (between 10.30 AM & 1.00 PM) are exclusively earmarked and the clients should be given appointment in writing or through e-mail or SMS in advance.



- vi) When the customer of the Corporation presents personally before the concerned EDs with prior appointment, the grievances should be heard and resolved by the concerned EDs within the ambit of the prevailing rules, regulations and policies. The decision of the EDs shall be communicated to the concerned HODs/BMs in writing.
- vii) The grievances of the clients should be attended within a time span of one month from the date of registration of their grievances.
- viii) The decision of the EDs on the grievances shall be communicated in writing or through e-mail to the customers by the concerned HODs / BMs.

The DGM(PAT) is advised to post an officer in the cadre of Deputy Manager / Manager together with a secretarial staff each to the office of ED(F) and ED(O) to exclusively handle the work related to public grievances.

This system shall be implemented with immediate effect.

Sd/-
MANAGING DIRECTOR

To :
All BMs
All ZMs / DGMs of Super 'A' Branches
All Principal Officers / Section Heads in HO
All General Managers
Library
Executive Directors - for information