

GRIEVANCE REDRESSAL MECHANISM

Haryana Knowledge Corporation Limited (HKCL),
Plot No 1, 4th Floor, South Wing, HSIIDC IT Park, Sector 22,
Panchkula, Haryana - 134109
Landmark : Near Gurudwara Nada Sahib

Section 1: Introduction

Haryana Knowledge Corporation Limited (HKCL) is currently under administration of Citizen Resource Information Department (CRID), Haryana. It is committed in delivering exceptional service and ensuring customer satisfaction across all its operations.

As stated in clause (e) of sub-paragraph (1) of paragraph 16 of the NCVET notification “to create and monitor, a system of redressing grievances” is one of the key functions of NCVET in the skill ecosystem, HKCL recognizes that a robust grievance redressal mechanism is crucial for resolving customer and client suggestions/complaints and for maintaining high standards of service. Our goal is to address customer grievances promptly and effectively, minimizing the recurrence of similar issues in the future. To achieve this, HKCL has established a comprehensive Customer Grievance Redressal Policy.

Objective

HKCL is dedicated to treat its customers/clients fairly and professionally. The key commitments of our grievance redressal mechanism are to:

- Treat customers/clients fairly and professionally.
- Provide timely redressal of customers/client’s grievances.
- For providing all stakeholders easy access for resolution/ redressed of their grievances in a timely manner.

HKCL Customer Grievance Redressal Mechanism will be responsible for addressing the complaints arising from its customers/clients. The grievance redressal mechanism is designed to handle complaints effectively and within a specified timeframe. The mechanism consists of three levels, including a registration level and two escalation levels.

Ensure customers are fully informed about the grievance redressal process, including how to lodge complaints, the escalation process, and contact details along with resolution timelines.

Process to be followed

The process of Grievance Redressal is as follows,

- Customers can register grievances via email at md@hkcl.in.
- HKCL will acknowledge the receipt of a complaint within 24 hours. A confirmation mail has been also sent to the concerned customer.
- The committee members reviewed the complaint for resolution and timely closure.
- HKCL will provide a response within 7 working days of receiving the complaint, including a detailed explanation and reasoning.
- Upon resolving the complaint, HKCL will share a root cause analysis and closure details. If the customer does not respond within 5 working days for reopening the case, the complaint will be considered closed.
- If the customer is not satisfied with the initial response, they can escalate the complaint to the next level i.e. to Chief Grievance Redressal Officer (CGRO).
- The CGRO will examine the complaint and provide a resolution within 30 days from the date of registering the complaint/grievance.

*If needed, additional information may be requested from the customer by contacting him/her.

Contact Information for CGRO & Grievance Redressal Committee Chairman:

Name: Abhijeet Kulkarni

Designation: Chief Grievance Redressal Officer and MD & CEO, HKCL

Contact Number: 0172-5210257

Email: md@hkcl.in

Name: Sunita Arora

Designation: Chairman, Grievance Redressal Committee and Company Secretary, HKCL

Contact Number: 0172-5210254

Email: cs@hkcl.in

Policy Review

The CGRO will periodically review the adequacy of the Policy and recommend necessary changes to the committee members. Any updates to the Policy will be approved by the Committee members and communicated to customers, staff, and other relevant stakeholders.