

Grievance Redressal Policy for Customer & Community

Gujarat Gas Limited as a prudent organization has a well-established mechanism to receive, address and timely resolve customer as well as community grievances.

Objective:

The objective is to

- Communicate to customers about various touch points available to reach out to GGL
- Address concerns/complaints/feedbacks/suggestions/enquiries in accordance with defined SoPs
- Identify areas of improvement and act based on the same
- Promote and advertise its services in ways that do not mislead or confuse the consumers or violate any of the principles in this policy.

Contact Mechanism: Customer & Community members can reach to GGL for providing their feedback or suggestions, to log a complaint or raise an enquiry by using any of the alternates mentioned below:

1. Personal visit / Post / to Local Customer Care Office

PNG & CNG Customers can visit in person and meet customer care executive or write a letter to customer care in-charge. Timelines are 9:30 to 5:30 except Sunday and Public Holidays.

2. Complaint book at CNG stations:

CNG Customers visiting CNG outlet can log in their complaint in the complaint book available at the outlet. Station in-charge need to ensure its availability.

3. Centralized Customer Care numbers

Customers can make a phone call to customer care numbers from 8:00 am to 8:00 pm, all days.

4. Website

Customers or Community members can reach to GGL through Company's website <http://www.gujaratgas.com> submitting inputs on the link <http://www.gujaratgas.com/contact-us/feedback/>.

5. Suggestion Box at Offices

PNG Customers can drop in their feedback / complaint in the suggestion box installed in the office. Form / Format available with customer service desk.

6. Suggestion Box at CNG Station

CNG Customers can drop in their feedback / complaint in the suggestion box installed at the outlet.

Policy and Process Owner- Commercial & Marketing Department

Note: Mention vehicle registration number, name, mobile number, e-mail id and remarks for easy interface.

7. Mobile App

Customers can log complaints using Gujarat Gas Mobile app. The same can be downloaded from Google Play or App store. Customers need to create their login to proceed.

8. Social media (Facebook/Twitter)

Customers & Community members can reach to GGL through Gujarat Gas Limited's Facebook page or Twitter page

9. CPGRAM/INGRAM Portal

Customers & Community members can submit their Complaint / feedback / enquiry / suggestion through online government platform – CPGRAM (Centralized Public Grievance Redress and Monitoring System) or INGRAM (Integrated Grievance Redressal Mechanism).

GGL has also appointed a Nodal officer for Customer Grievance and contact details of the nodal officer is intimated to the customers through invoice in line with regulatory requirements.

Record: All formal grievances received from customers through any above mentioned channels are received and recorded by logging in the system.

Close-out: Appropriate actions are taken by local Geographical area team as per applicable Standard Operating Procedures and close-out is tracked and follow-up is done till closure.

Policy Review: In case the Policy is required to be amended due to any change in the regulatory requirement or due to any other reasons, the Policy shall be appropriately modified with the approval of the Managing Director of the Company.

Dissemination of Policy: This policy will be uploaded on the website of the company and internally shared with all the relevant stakeholders.