

Complaint Procedure

(STQC/IT&eGov/P02)

Issue : 01



IT & eGov Division,
STQC Directorate,
Ministry of Electronics & IT (MeitY),
Government of India

	STQC Directorate (MeitY) IT & eGov Division	
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0.1 Approval and Issue

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Reviewed by : Head, IT & eGov Division

Approved by : Director General, STQC Directorate

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1.0 Purpose & Scope

1.1 The purpose of this documents to establish procedures for complaints/disputes handling with a view to deriving maximum benefit from any criticism about SAB/SCB. Where necessary, corrective/preventive actions and quality improvement actions are initiated following an analysis.

1.2 The scope of this document covers

- Complaints/disputes against the clients of SAB/SCB;
- Complaints/disputes raised against SAB/SCB.

2.0 Responsibility

Scheme Representative	<ul style="list-style-type: none"> - Responsible for Registration and acknowledgement - Management of all activities leading to satisfactory disposal - Providing information to Head, SAB/SCB on related actions
Head, SAB/SCB	<ul style="list-style-type: none"> - Overall responsibility for satisfactory resolution on escalation

3.0 Associated Documents

STQC/IT&eGov/D00	: Quality Manual
STQC/SAB/D01	: Rule & procedure for SAB
STQC/<SCB Schemes>/D01	: Rule & procedure of applicable scheme under SCB

4.0 Definitions

For the purposes of this document, the definitions contained in clause 1.3 of Quality Manual (STQC/IT&eGov/D00) shall apply.

5.0 Resources

For the purposes of activities defined in this document, the personnel resources are identified in STQC/IT&eGov/D04 apply.

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6.0 Procedure

- 6.1 All complaints/disputes received by SAB/SCB shall be serially registered and acknowledged to the complainants by the Management Representative within two working days. Simultaneously
- a) For complaints/disputes against the clients of SAB/SCB, the Scheme Representative identifies a nominee and forwards copies of complaints/disputes for necessary investigation by fastest means.
 - b) For complaints/disputes against SAB/SCB, the Scheme Representative shall himself be the nominee for necessary investigation.
- 6.2 Following the registration of a complaint/dispute, the respective nominee shall initiate related actions within three working days. These includes preferably through telephone or any other means :
- re-acknowledgement of the receipt of complaints/disputes to the complainant
 - ensuring that the complainant has already logged the complaint/disputes in writing to the client
 - polite discussions with the complainant
 - ensuring whether the complainants would like his/her name to be disclosed
 - advising the complainants of the next step and time scale of actions
- 6.3 After the initial actions, the respective nominees investigate the complaints/disputes and
- make a judgment whether additional visit to the client is required
 - where a visit is required, then the client is contacted to arrange a visit within a target of two weeks at a mutually convenient date.
- 6.4 The targeted time scales for completion of action and closure of complaints/disputes are
- 10 working days from receipt to closure if no client visit is required
 - 20 working days from receipt to closure if a client visit is required

In case the above time scales are exceeded, then an interim reply is sent to the complainant, with a copy to Head, SAB/SCB, explaining:

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- reasons for elongated time scale
- forecast the possible completion date

Alternatively, the nominee shall seek to escalate the complaints/disputes to the notice of the Head, SAB/SCB for his involvement in disposal action with interim reply to the complainant explaining the situation.

- 6.5 On completion of the investigation, the nominee shall (preferably speak to the complainant)
- inform the complainant about the conclusions of the investigation
 - ensure that the complainant understands the limitation of SAB/SCB on complaints against its clients
 - try to gain acceptance of the resolution
- 6.6 For complaints/disputes relating to STQC/IT&eGov/D00, the nominee shall write a confirmation letter to the complainant along with a copy to the Head, SAB/SCB for information. Further where necessary all corrective/preventive actions are initiated to prevent recurrence.
- 6.7 For complaints/disputes against clients of SAB/SCB, the nominee shall write an appropriate confirmation letter to the complainant with a copy to Scheme Representative for information.

Further the nominee shall ensure that an appropriate brief is provided for any further auditing of the client during next assessment visit, besides identifying any internal corrective/preventive action.

Since the issue of confidentiality is involved, it is not advisable to convey anything that is not publicly known. Therefore, it is, suggested to use the following options while sending a confirmation letter to the complainant:

- a) If SAB/SCB believed that the complaint is not justified, then the suggested sentence is “we are satisfied that the company has followed its procedure for customer complaints/corrective actions and the routines comply with the requirements of applicable standards”.
- b) If SAB/SCB believes that the customers’ complaint against its clients is justified, the suggested sentence is “we are satisfied that the required corrective actions have been taken/initiated under the clients system and the same will be monitored during the normal schedule of surveillance visits”.

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On completion of all actions as identified in paras 6.6 & 6.7 above the registered complaints/disputes can be deemed to have been satisfactorily resolved. Further information on all complaints/disputes and related actions shall be duly reported to the Management Committee as well as the Advisory Board. Management Committee has the overall responsibility to ensure adequacy/appropriateness of the actions and satisfactory resolution.
