

## FAQs ON GRIEVANCE REDRESSAL

1. What do you mean by Grievance or Complaint?
  - 'Grievance / Complaint' is any communication that expresses dissatisfaction about an action or lack of action, about the standard of service / deficiency of service and the complainant asks for remedial action.
  
2. To whom the filling of complaint is to be done?
  - The complaint shall be addressed to The Grievance Redressal Officer
  
3. How the Grievance is to be Submitted?
  - By sending email at [gro@ipaicmai.in](mailto:gro@ipaicmai.in), By sending letter to The Grievance Redressal Officer (GRO) at Insolvency Professional Agency of Institute of Cost Accountants of India CMA Bhawan3, Institutional Area, Lodhi Road, New Delhi – 110003.
  
4. What is the cost for filling of the Complaint?
  - A stakeholder who wishes to file grievance, shall file it with the Insolvency Professional Agency of Institute of Cost Accountants of India with demand draft of Two thousand five hundred only( 2500/-) drawn in favour of the Insolvency Professional Agency of Institute of Cost Accountants of India or payable at New Delhi or with an online acknowledgement of Two thousand five hundred only (2500/-) paid to the credit of Insolvency Professional Agency of Institute of Cost Accountants of India.
  
5. After receiving the complaint within how much time an acknowledgement will be provided?

- On the receipt of complaint, an acknowledgement shall be sent to the complainant by the GRO within 5 working days of the receipt of Complaint after making an entry in the complaint register.
6. What is the time period for the reply received from other party?
    - 15 days' time is given to other party for the reply.
  7. To Whom would the case be transferred after the expiry of time or reply?
    - GRO shall transfer the case to Director Grievance upon the expiry of time after receipt of reply, If deemed necessary.
  8. How much time is allowed after date of receipt of communication to both the parties to decide whether or not to take part in the mediation process?
    - Both parties will have a maximum 5 working days.
  9. When the case is to be forwarded to the committee.?
    - If parties do not agree for mediation or if Director Grievance is not able to conclude the complaint in mediation then the case shall be forwarded to the Grievance Redressal committee
  10. When the case is referred to Disciplinary Committee?
    - In case of false complaint, if it is found that it was done on malicious or vexatious ground, the Grievance Redressal committee may refer the matter to the Disciplinary Committee which would further initiate inquiry against the false complainant.
  11. When GRO shall inform the parties about the status of complaint?

- Whenever the complaint is dismissed,
- Complaint is forwarded for the mediation,
- Findings of the Committee are finalised

12. What is done if the grievance is resolved after mediation?

- If a grievance has been resolved the mediator shall within 5 working days of resolution of grievance provide support and standing details and outcome of the mediation to GRO to be placed before the Grievance Redressal committee as well as the concerned parties. Upon the receipt of report from the mediator that grievance has been resolved, the committee shall close the grievance as resolved.

13. What is to be done in case the grievance is not resolved through mediation?

- In case the grievance has not been resolved, the mediator shall provide a report stating details of the case along with the reason as to why the case has not been resolved to the GRO to be placed before Grievance Redressal committee(s) as well the concerned parties within 15 days from the end of the mediation proceedings.

14. Can Inspection be decided to be carried out of the other party?

- Yes, keeping in view the gravity of the matter, committee may refer the matter to Monitoring Committee with recommendation for inspection.

15. What action can be taken on complaint against the other party?

- Based on the outcome of the inspection report, if necessary, the matter would be referred to Disciplinary Committee for consideration.