

GRIEVANCE REDRESSAL POLICY OF IPA-ICMAI



**INSOLVENCY PROFESSIONAL AGENCY
OF INSTITUTE OF COST ACCOUNTANTS OF INDIA**

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GRIEVANCE REDRESSAL POLICY

1. INTRODUCTION

Insolvency Professional Agency of Institute of Cost Accountants of India (“IPA-ICMAI”) a Section 8 company incorporated under the Companies Act, 2013 and registered under section 201 of the Insolvency and Bankruptcy Code, 2016 (“Code”) with Insolvency and Bankruptcy Board of India (“IBBI”).

Section 204 (f) of the Code provides that an Insolvency Professional Agency shall redress the grievances of consumers against Insolvency Professionals who are its professional members.

Section 196(2)(i) of the Code provides that IBBI may make model bye-laws to be adopted by insolvency professional agencies which may provide for, inter alia, a fair and transparent mechanism for redressal of grievances against members of insolvency professional agencies.

Section 205 of the Code mandates every insolvency professional agency shall make bye-laws that are consistent with the model bye-laws specified by IBBI.

The Insolvency and Bankruptcy Board of India (Model Bye-Laws and Governing Board of Insolvency Professional Agencies) Regulations, 2016 (“IBBI Model Bye-Laws”) mandates every Insolvency Professional Agency to have a Governing Board and frame Bye-Laws to regulate its procedure.

IPA-ICMAI has adopted the IBBI Model Bye-Laws namely “Bye-laws of Insolvency Professional Agency of Institute of Cost Accountants of India” (“IPA-ICMAI Bye-Laws”).

Bye Law 8(1) (c) of the IPA-ICMAI provides for the constitution of the Grievance Redressal Committee by the Governing Board comprising three members out of whom at least one should be a professional member enrolled with IPA-ICMAI.

Bye Law 21(1) of IPA-ICMAI Bye Laws mandates IPA-ICMAI to necessarily formulate a Grievance Redressal Policy providing the procedure for receiving, processing, redressing, and disclosing grievances against the IPA-ICMAI or any professional member of the IPA-ICMAI by *any ‘stakeholder’ as defined in clause 2(p) of the Policy.*

Pursuant to the aforesaid provisions the Governing Board of the IPA-ICMAI has constituted a committee to ensure redressal of complaints/grievances.

2. **DEFINITIONS**

In this policy, unless the context otherwise requires:

- a) 'IPA-ICMAI' means Insolvency Professional Agency of Institute of Cost Accountants of India.
- b) 'Aggrieved' means a stakeholder who has filed a grievance with the Committee on failing to get his grievance redressed from the concerned Professional Member or the IPA-ICMAI.
- c) 'Bye-Laws of IPA-ICMAI' means Bye-laws of Insolvency Professional Agency of Institute of Cost Accountants of India;
- d) 'Board' means the Insolvency and Bankruptcy Board of India.
- e) 'Code' means the Insolvency and Bankruptcy Code, 2016.
- f) 'Complainant' means a stakeholder who has filed a complaint.
- g) 'Committee' means Grievance Redressal Committee (GRC) of the IPA-ICMAI as may be constituted by the Governing Board from time to time.
- h) 'Grievance Redressal Officer' (GRO) means a nodal officer of IPA-ICMAI designated by the Committee for handling the grievance.
- i) 'Governing Board' means Governing Board as defined under Clause 4(1)(c) of the Bye-laws of Insolvency Professional Agency of Institute of Cost Accountants of India ("IPA-ICMAI Bye-Laws").
- j) 'IBBI' means the Insolvency and Bankruptcy Board of India.
- k) 'IBBI' Model Bye Laws' means model bye-laws as contained in the Schedule to the Insolvency and Bankruptcy Board of India (Model Bye-Laws and Governing Board of Insolvency Professional Agencies) Regulations, 2016.
- l) 'Mediator' means an independent person who acts to encourage and facilitate a resolution between the complainants/aggrieved and the Professional Member enrolled with IPA-ICMAI or his/her associated person.
- m) 'Member' means a member of the Committee and includes the Chairperson of the said Committee.
- n) 'Policy' means the Grievance Redressal Policy of IPA-ICMAI.
- o) 'Professional Member' means a professional member as defined in clause 4(1)(d) of the Bye-laws of Insolvency Professional Agency of Institute of Cost Accountants of India ("IPA-ICMAI Bye-Laws").
- p) 'Stakeholder' means any professional member of the IPA-ICMAI, any person who has engaged the services of the concerned professional members of the IPA-ICMAI, *a debtor, a creditor, a claimant, a service provider, a resolution applicant or any other person having an interest in the insolvency, liquidation, voluntary liquidation or bankruptcy transaction under the code*, or any other person or class of persons as may be prescribed by the Governing Board from time to time
- q) The terms Grievance and Complaint may be used interchangeably unless the context requires that a specific meaning be ascribed thereto.

The words and expressions used and not defined in this Policy, but defined in the Code, shall have the same meaning as assigned to them in the Code.

3. PRINCIPLES

IPA-ICMAI's policy on grievance redressal is based on the following principles

- a) Throughout the grievance redressal process, the endeavour is to encourage the resolution of grievances directly between the parties through mediation.
- b) Any person who has engaged the services of the concerned professional members of the IPA-ICMAI is always treated fairly.
- c) Grievances raised are dealt with on time, as prescribed in the policy.

4. SCOPE

Policy is in line with Clause 22 as contained in Part VIII of the Schedule to IBBI Model Bye-Laws and Bye-Law 22 of Bye Laws of IPA-ICMAI which provides that the Grievance Redressal Policy shall provide for:

- a) the format and manner for filing grievances;
- b) maximum time and format for acknowledging receipt of a grievance;
- c) maximum time for the disposal of the grievance by way of dismissal, reference to the Disciplinary Committee or the initiation of mediation;
 - i. details of the mediation mechanism;
 - ii. provision of a report of the grievance and mediation proceedings to the parties to the grievance upon dismissal or resolution of the grievance;
 - iii. action to be taken in case of malicious or false complaints;
 - iv. maintenance of record of register of grievances made and resolutions arrived at; and
 - v. periodic review of the Grievance Redressal Mechanism.

5. FILING OF COMPLAINT/GRIEVANCE

- a) A stakeholder, who wishes to file a complaint, shall file it with the IPA-ICMAI in **Annexure I or II** along with a demand draft for two thousand and five hundred rupees (Rs. 2,500/-) drawn in favor of the "*Insolvency Professional Agency of Institute of Cost Accountants of India*" payable at New Delhi or an online acknowledgment of two thousand and five hundred rupees (Rs. 2,500/-) paid to the credit of the IPA-ICMAI towards the fee. The complaint/ grievance shall include the following details;

- i. Name, Address and designation of the complainant
 - ii. E-mail address of the complainant, where the complaint is sent by post
 - iii. Registration number of the insolvency professional against whom complaint is made
 - iv. Name of the IP/Entity against whom/which complaint is made
 - v. Name of the corporate debtor and details of the case to which the complaint relates
 - vi. Relevant Sections of the Code or Regulations therein which are violated
 - vii. Nature and details of the complaint
 - viii. Copies of documents, if any, to ascertain or support the complaint must be attached
- b) The complaint/grievance alongwith its enclosures shall be filed in triplicate, duly signed by the Complainant/Aggrieved, and should be in the English language. Any document(s) in Hindi or in any Regional Language i.e other than English, should be sent along with an English translation thereof, duly certified as a 'true translation.'

Provided that clauses 1 & 2 above shall not apply to the complaints/grievance forwarded to IPA-ICMAI by the Board. But the GRO at its discretion can call for the translated copies of the relevant document at the relevant time.

- c) A Grievance or a complaint, as the case may be, shall be filed with the Grievance Redressal Officer of IPA-ICMAI as within forty-five (45) days of the occurrence of the cause of action for the complaint/grievance.

Provided that a complaint/grievance may be filed after the aforesaid period if there are sufficient reasons justifying the delay, but such period shall not exceed a further 30 days. The GRO may subject to his satisfaction may consider to condone the delay (GRO is authorized for condonation of delay.)

- d) A complaint/grievance by any stakeholder shall not be entertained where the subject matter of complaint/grievance wholly or in part, is pending before any Court, Tribunal, Board, etc., and shall be closed on its receipt by the GRO.
- e) Every stakeholder filing a complaint/grievance shall give a declaration that the subject matter of the complaint/grievance is not subject matter of any pending proceedings before any Court, Tribunal, Board etc.
- f) Complaints/Grievances shall be sent in the prescribed format (**Annexure I or II** as the case may be), which is also available on the IPA-ICMAI website. The complaint(s)/grievance(s) should be submitted through the following modes:

- By sending an email, with the word "Complaint/Grievance" recorded in the subject head, to gro@ipaicmai.in
- By letter to:

**Grievance Redressal Officer,
Insolvency Professional Agency of
Institute of Cost Accountants of India,
22, Institutional Area, Lodi Road, New Delhi-110003**

- g) A stakeholder filing a complaint/grievance may request the Committee to keep the identity confidential and, in that case, the Committee shall keep it confidential unless its disclosure is necessary for processing the complaint/grievance.

6. REGISTRATION OF COMPLAINT/GRIEVANCE

- a) A unique grievance redressal number will be allocated by the GRO of IPA-ICMAI to each grievance received either through email or letter and an acknowledgment on the prescribed format **(Annexure III)** sent by email/post as per details provided by the complainant/aggrieved.
- b) Where the GRO is in receipt of more than one complaint/grievance in the same matter, it may club such grievances together for their disposal.
- c) The GRO shall not take cognizance of any anonymous grievance.

7. ACKNOWLEDGEMENT

An acknowledgment shall be sent by GRO to the complainant/aggrieved within three (3) working days of the receipt of the complaint/grievance and shall contain:

- a) Date of receipt of grievance;
b) Unique Redressal Grievance Number;
c) Name, Designation and Contact details of Grievance Redressal Officer.

8. ROLES AND FUNCTIONS OF GRIEVANCE REDRESSAL OFFICER

- a) Handling of Grievances/Complaints:
- i. On receipt of a complaint/grievance, the same shall be scrutinized for completeness by the GRO, who may after scrutiny request additional information or clarification(s) in this regard.
 - ii. After the Complaint/Grievance is found to be in order, a complete copy of the complaint/grievance shall be forwarded to the respondent for his reply within five (5) days.
 - iii. Documents/Reply received in the above para (b) will be forwarded to the complainant for information.

- iv. The GRO may consider the compliant/ grievance and may call for the information and records from Professional Member or his/her associated person or the IPA-ICMAI within 15 working days of receipt of the reply by the Professional Member.
- v. If the required response is not received within the set timeline, the GRO shall send a reminder within 8 working days of the receipt of the complaint/grievance to submit the complaint/grievance within 4 working days of receipt of the reminder.
- vi. The GRO shall send a final reminder within 12 working days of receipt of complaint/grievance informing the complainant that the complaint/grievance shall be closed on the ground of being incomplete if it is not received in the prescribed format within 7 working days of the receipt of e-mail of the final reminder.
- vii. Moreover, if the complaint/grievance is not received in the prescribed format with the supporting documents, if any, within 20 working days from the receipt of complaint, the GRO shall, in consultation with the MD may close the complaint/grievance as incomplete and inform the complainant accordingly.
- viii. The complainant/aggrieved and Professional Member or his/her associated person or the IPA-ICMAI shall submit the information and records sought by the GRO within seven (7) days thereof.
- ix. Once the complaint/grievance application is deemed to be complete, the GRO may consider the complaint/grievance and may close the complaint/grievance on any of the grounds stipulated in clause 8.1 subject to the approval of GRC and accordingly inform the same to the complainant/aggrieved as well as the Professional Member against whom the complaint/grievance is filed. In case the same does not fall in clause 8.1 GRO shall place the complaint/ grievance before the GRC alongwith its recommendations, for its consideration.

8.1 CLOSURE OF COMPLAINT/GRIEVANCE BY THE GRIEVANCE REDRESSAL OFFICER

Where,

- a) the complainant/aggrieved has failed to respond to provide the complete information/document(s) sought, within the timeline as provided in Clause 10(3) of any written communication from GRO seeking further details/clarification(s).
- b) the GRO is of the opinion that no prima facie case exists against the Professional Member or his/her associated person.
- c) the complainant/aggrieved has withdrawn his/her complaint/grievance.

- d) the subject matter of complaint/grievance is pending before a court,tribunal, Board, etc.
- e) the complaint/grievance has been resolved by court, tribunal, Board,etc.
- f) the complainant/aggrieved is satisfied with the reply submitted by the respondent.

Provided that the decision of closure of complaint/grievance is subject to approval of GRC.

8.2 Procedure for Handling Complaint/Grievance by GRO

- a) The details of complaints/grievances closed by the GRO shall be placed before the GRC for its approval in any of the meetings subsequent to the decision taken by GRO.
- b) On receipt of a complaint/grievance against IPA-ICMAI, the matter will be referred directly to the Committee by the GRO in consultation with the Managing Director/Chief Executive Officer of IPA-ICMAI.
- c) However, in all cases, the GRO shall place the complete set of complaint/grievance along with his/her recommendations.
- d) If the Committee is of the view that any complaint/grievance closed by the GRO requires to be reconsidered, then the Committee shall reopen such complaints/grievances.
- e) The roles and functions of the GRO may be specified by the Committee from time to time.
- f) The GRO shall refer to the matter or place the matter before GRC for their decision either in the physical meeting or through electronic mode within 20 days from the date of completion of pleadings under clause 8.

9. INDEPENDENCE OF MEMBERS

- a) Every member, who is directly or indirectly concerned or interested in any complaint/grievance coming up for consideration at the meeting of the Committee, shall, as soon as possible, after relevant circumstances have come to his knowledge, disclose the nature of his interest at such meeting and such disclosure shall be recorded in the proceedings of the meeting of the Committee and the Member shall not take part in any deliberation or decision of the meeting of the Committee with respect to that complaint/grievance only.
- b) In this regard, the expression “directly or indirectly” shall include any concern or interest of a Member either by himself or through his relative within the meaning of section 2(77) of the Companies Act, 2013 or by reason of being a partner or director of that concern.
- c) In relation to sub-clause(a) , every Member of the Committee shall declare at the start of the meeting that the Member is not directly or indirectly concerned or not

interested in any complaint/grievance coming up for consideration and the said declaration shall be recorded in the proceedings of the meeting of the Committee.

- d) Declaration of independence to be signed by every member of the committee on constitution/re-constitution of the committee. **(Annexure IV)**

10. GRIEVANCE REDRESSAL MECHANISM

- a) On receipt of a complaint/grievance against IPA-ICMAI, the matter shall be referred directly to the Committee by the GRO in consultation with the MD of IPA-ICMAI.
- b) Once the complaint/grievance is received against Professional Member and the GRO is of the view that the said complaint/grievance is complete in all respects and the substance of the complaint/grievance is such that prima facie case exists against the Professional Member or his/her associated person and the same does not fall in any of the sub-clauses of Clause 8.1, then the GRO shall place the complaint/grievance along with documents before the Committee with his recommendations.
- c) A complaint/grievance received is deemed to be complete when it is received in the prescribed format along with its supporting documents, if any. When a complaint/grievance is not received in the prescribed format, the GRO shall inform the complainant via e-mail within 4 working days of the receipt of the complaint/grievance to submit the complaint/grievance in the prescribed format within 4 working days of receipt of the e-mail.

If the required response is not received within the set timeline, the GRO shall send a reminder within 8 working days of the receipt of the complaint/grievance to submit the complaint/grievance within 4 working days of receipt of the reminder.

The GRO shall send a final reminder within 12 working days of receipt of complaint/grievance informing the complainant that the complaint/grievance shall be closed on the ground of being incomplete if it is not received in the prescribed format within 7 working days of the receipt of e-mail of the final reminder.

Moreover, if the complaint/grievance is not received in the prescribed format with the supporting documents, if any, within 20 working days from the receipt of complaint, the GRO shall, in consultation with the MD may close the complaint/grievance as incomplete and inform the complainant accordingly.

- d) The Committee, after examining the complaint/grievance, the observations of the GRO, and the facts associated with it shall take a decision recording the reasons thereof and may:
- i. Dismiss the complaint/grievance if it comes to the conclusion that the complaint/grievance is devoid of merit by recording its reasons briefly.

or

Refer to the Secretariat (Managing Director) of the agency, which shall

authorize an officer for issuance of show cause notice, in such format as may be prescribed, at the last known address of the professional member updated in the records of IPA-ICMAI requiring the professional member, to, , submit a reply to the complaint/grievance within 4 weeks of receipt of the show cause notice, along with supporting documents, if any, failing which, the matter shall be referred to the Disciplinary Committee which proceed on the basis of material available on record.

- ii. Refer to the Secretariat (Managing Director) of the agency, which shall institute an inspection of the Professional Member. On consideration of the Inspection Report the GRC shall dismiss the complaint/grievance or refer the matter to the Disciplinary Committee, as it may deem fit.
- iii. Refer the matter to the Disciplinary Committee, if deemed appropriate, or direct the parties to seek mediation as a means of redressal of complaint/grievance procedure of handling mediation is detailed below in clause 11 of the policy.
- iv. Where the complaint/grievance has not been resolved through mediation as per clause 11 of the policy, the Committee shall decide and dispose of the complaint/grievance by recording the reasons thereof.
- v. Approve the closure of complaint/grievance as decided by the GRO.
- vi. The GRC shall have the inherent power to reopen the complaint/grievance closed by the GRO if the Committee is of the view that the complaint/grievance requires to be considered by the Committee.

10.1 TIMELINES FOR GRIEVANCE REDRESSAL MECHANISM

S.No.	MECHANISM	TIMELINE
1	No. of days within which grievance or complaint shall be filed with GRO.	45 +30=75 Working days
2	No. of days within which the GRO acknowledges the complaint.	3 working days
3	No. of days within which information and records sought by GRO are to be submitted by either party.	7 working days
4	No. of days within which GRO closes the matter or places before the GRC.	20 working days
5	No. of days for closure of matter from the date of receipt of complaint/grievance by GRC.	30 days

11. PROCEDURE FOR HANDLING MEDIATION

- a) In cases where the Committee directs the parties to the complaint/grievance to seek mediation as a means of redressal of complaint/grievance, the GRO shall intimate the decision of the Committee to parties to resolve their complaint grievance through mediation and enquire from the parties about their willingness to participate in the mediation process to resolve the complaint/grievance.
- b) The Committee will propose a name of Mediator for mediating between them from the Panel of Mediators consisting of Professional members of IPA-ICMAI.
- c) Where the parties are unable to agree on a sole mediator, the Committee may nominate the mediator, as it deems fit.
- d) In case of a mediation process initiated by the Committee, the Mediator shall ensure to resolve of the complaint/grievance
- e) Where the mediation process has been concluded, the mediator shall provide a report stating details and outcome of the mediation to the GRO to be placed before the Committee as well as the concerned parties.
- f) Upon receipt of the report from the mediator, GRO will forward it to the concerned parties, and the Committee shall decide and dispose of the complaint/grievance by recording the reasons thereof.

12. CLOSURE OF GRIEVANCE

- a) All complaints/grievances shall be monitored and marked as closed only after resolution of the complaint/grievance or on the basis of the decision of the Committee after disposal of the complaint/grievance by recording reasons thereof.
- b) The Committee shall close the complaint/grievance within thirty days (30) days from the date of its receipt.
- c) The Committee shall have the inherent powers to reopen the complaint/grievance closed by the GRO if the Committee is of the view that the complaint/grievance so closed require consideration.
- d) The complaint/ grievance shall be closed by the Committee on any of the following grounds after recording the reasons thereof:
 - i. where the complaint/grievance has been resolved during the mediation proceedings;
 - ii. where the Committee has dismissed the complaint/grievance if it is of the opinion that the complaint/ grievance is devoid of merit;
 - iii. where the matter has been referred by the Committee to the Disciplinary Committee of IPA-ICMAI;

- iv. Approve the closure of the complaint/grievance by the GRO.
- e) If required, GRC Meetings may be conducted using a Webcast or other electronic means, as approved for Board Meetings.
- f) Complaint details will be kept confidential and shall be shared with other organizations/regulatory authorities only if in accordance with the relevant laws and the parties to the complaint/grievance will be kept apprised about the same. Sharing of information with an external agency/organization will be done only with the written consent of the parties where such input is felt to be necessary for resolving the complaint.
- g) Parties shall be intimated about the closure of the complaint/grievance by providing a letter briefly detailing the facts and circumstances of handling the complaint/grievance.
- h) The GRO shall inform the Committee of the details of the complaints/grievances closed as provided in sub-clause (b) mentioned above in the following meeting of the GRC.
- i) In case the Committee, on the investigation of the complaint/grievance, finds that a false complaint/grievance has been made or that a complaint/grievance has been made with malicious intent, the Committee shall take such reasonable steps as they deem necessary to curb the initiation of such false and/or malicious complaints/grievances in the future.
- j) However, a mere inability to provide adequate proof to substantiate the complaint/grievance shall not be construed as a false and malicious complaint/grievance.

13. FOLLOW- UP MECHANISM

The order of the GRC will inter- alia contain the following directions:

- a) The complainant and the respondent are to provide the status of compliance, resolution of the grievance, and implementation of the order of the Grievance Redressal Committee within 60 days from the date of the order.
- b) The GRO shall, upon completion of forty-five (45) days from the date of the GRC's order, seek the status of compliance, resolution, and implementation in terms of the said order from the complainant and/or respondent.
- c) In the event no response or report of compliance is received by the fifty-fifth (55th) day, a reminder shall be issued to the party concerned, expressly stating that failure to provide the requisite status within the stipulated time shall

render the matter to be treated as a Disciplinary matter.

- d) If no reply or update is received by the sixtieth (60th) day from the date of the GRC's order, such non-response shall be deemed as non-compliance.
- e) On the sixty-first (61st) day, the matter shall be placed before the Disciplinary Committee, accompanied by a communication to the party concerned informing that, due to continued non-compliance or non-submission of status as required, the matter stands for consideration under the disciplinary framework of the IPA-ICMAI.

14. REGISTER OF COMPLAINT/GRIEVANCE

There shall be a register of complaints/grievances stating details of complaints/grievances made and the resolutions/settlements arrived at with regard to those complaints/grievances.

In case the complaint/grievance has not been resolved and the matter has been referred to Disciplinary Committee, the register of complaints/grievances shall provide for the status of the same and be updated regularly. The register of complaints/grievances may be maintained either in physical or electronic mode.

15. PERIODIC VIEW OF GRIEVANCE REDRESSAL MECHANISM

The Committee shall review the working and efficiency of the grievance redressal mechanism at least once in a year. The grievance redressal mechanism contained in this Policy may be amended from time to time.

Annexure I

GRIEVANCE REDRESSAL FORMAT

(Against Professional Member of IPA-ICMAI)

To,
The Grievance Redressal Officer,
Grievance Cell,
Insolvency Professional Agency of
Institute of Cost Accountants of India,
Lodhi Road New Delhi 22, Institutional Area,
Lodi Road,
New Delhi-110003

DETAILS OF AGGRIEVED

1. Name of the Complainant:
2. Designation (if any) of the Complainant:
3. Registration Number (if any):
4. Identity Proof of the Complainant: Aadhar No./Pan No./Voter ID
5. Name of Authorized Representative if the complaint is filed on behalf of the complainant.
6. Identity of the Authorized Representative: Aadhar No./Pan No./ Voter ID
7. Complete address for correspondence with the Complainant/ Authorized Representative (along with Email ID and Mobile No.):
8. Relationship, if any, with the Professional Member against whom the complaint/is lodged. Please specify the details:
9. To which category of stakeholder does the complainant belong to:
 - i. any professional member of the IPA-ICMAI:

ii. any person who has engaged the services of the concerned professional members of the IPA-ICMAI:

iii. Debtor:

iv. Creditor:

v. Claimant:

vi. Service Provider:

vii. Resolution Applicant:

viii. Any other person having an interest in Insolvency, Liquidation, Voluntary Liquidation or bankruptcy transaction under the code. Explain the nature of Interest with supporting document(s):

DETAILS OF PROFESSIONAL MEMBER AGAINST WHOM COMPLAINT/REDRESSAL IS SOUGHT

1. Name of Professional Member:
2. Registration Number (if available):
3. Name of the Entity (if any):
4. Complete address for correspondence of the professional member (along with Email ID and Mobile No.):

DETAILS OF COMPLAINT

1. Name of the Corporate Debtor/Debtor (Individual and Partnership Firm) and details of the case viz., case name, case number, location of National Company Law Tribunal (NCLT)/National Company Law Appellate Tribunal (NCLAT), relevant order passed by NCLT/NCLAT, if any, to which the complaint/grievance relates:
2. Details of the act contravening the provisions of code, rules, regulations, circulars, notifications, the conduct of Professional Member that has caused the suffering to the complainant/aggrieved including date of occurrence of complaint/aggrieved:
3. Details of suffering, whether pecuniary or otherwise, the complainant/aggrieved has undergone:
4. How the conduct of the Professional Member has caused the suffering of the complainant/aggrieved:
5. Is the complaint filed within 45 days of the occurrence of the cause of action for

the complaint? If not explain the reason for the delay.

6. Details of efforts to get the complaint/grievance redressed from the Professional Member as the case may be and why the response, if any, of the Professional Member is not satisfactory.
7. Any other relevant information:
8. Supporting documents to the complaint/grievance, if any (Please provide as Annexures to this form)
9. Details of Fees Paid (Proof of Fees Paid Rs. 2500/-):
10. Whether the complainant wishes to keep his identity confidential?
11. List of documents attached:

Verification

I, _____ the complainant/aggrieved, do hereby declare that what is stated above is true to the best of my knowledge and belief. I also declare that the subject matter of the complaint/grievance raised above is not pending before any court, tribunal, board, authority, etc.

Verified today the _____ day of _____, 20____
at _____.

Name:

Name and Signature of

Place:

the complainant/aggrieved

:

NOTE:

- 1. Only a complaint/grievance against Professional Member enrolled with IPA-ICMAI should be submitted.**
- 2. The complaint/grievance and its enclosures should be filed in triplicate, duly signed by the Complainant/Aggrieved, and should be in the English language. Any documents in Hindi or in any Regional Language should be sent along with an English translation thereof, duly verified as a 'true copy'.**
- 3. Grievance shall be sent to:**

Grievance Cell, Insolvency Professional Agency
of Institute of Cost Accountants of India, Lodhi
Road New Delhi
22, Institutional Area, Lodhi Road, New Delhi-110003

and/or

E-mail: gro@ipaicmai.in

Annexure II
GRIEVANCE REDRESSAL FORMAT

(Against IPA-ICMAI)

To,
The Grievance Redressal Officer,
Grievance Cell,
Insolvency Professional Agency of
Institute of Cost Accountants of India,
Lodhi Road New Delhi 22, Institutional Area,
Lodi Road,
New Delhi-110003

DETAILS OF COMPLAINANT/AGGRIEVED.

1. Name of the complainant/aggrieved:
2. Designation (if any) of the complainant/aggrieved:
3. Registration Number (if any):
4. Identity of the complainant/aggrieved/Aadhar No.
5. Name of Authorized Representative if a complaint is filed on behalf of the complainant.
6. Identity of the Authorized Representative: Aadhar No.:
7. Complete address for correspondence with the Complainant/Authorized Representative (along with Email ID and Mobile No.):
8. Relationship, if any, with the IPA-ICMAI against whom the complaint/grievance is lodged. (Please specify details):
9. To which category of stakeholder does the complainant belong to:
 - i. any professional member of the IPA-ICMAI:
 - ii. any person who has engaged the services of the concerned professional members of the IPA-ICMAI:

iii. Debtor:

iv. Creditor:

v. Claimant:

vi. Service Provider:

vii. Resolution Applicant:

viii. Any other person having an interest in Insolvency, Liquidation, Voluntary Liquidation or bankruptcy transaction under the code. Explain the nature of Interest with supporting document(s):

DETAILS OF COMPLAINT/GRIEVANCE

1. Details of the conduct of IPA-ICMAI that has caused the suffering to the complainant/aggrieved including the date of occurrence of grievance:
2. Details of suffering, whether pecuniary or otherwise, the complainant/aggrieved has undergone:
3. How the conduct of IPA-ICMAI has caused the suffering of the complainant/aggrieved:
4. Details of efforts to get the complaint/grievance redressed from IPA-ICMAI and why the response, if any, of the IPA-ICMAI is not satisfactory.
5. Any other relevant information:
6. Supporting documents to the complaint/grievance, if any (Please provide as Annexures to this form)

Verification

I, _____ the aggrieved, do hereby declare that what is stated above is true to the best of my knowledge and belief. I also declare that the subject matter of the complaint/grievance raised above is not pending before any court, tribunal, board, authority, etc.

Verified today the _____ day of _____, 20____ at _____.

Name:

Name and Signature of

Place:

the complainant/aggrieved

NOTE:

- 4. Only a complaint/grievance against Professional Member enrolled with IPA-ICMAI should be submitted.**
- 5. The complaint/grievance and its enclosures should be filed in triplicate, duly signed by the Complainant/Aggrieved, and should be in the English language. Any documents in Hindi or in any Regional Language should be sent along with an English translation thereof, duly verified as a 'true copy'.**
- 6. Grievance shall be sent to:**

Grievance Cell, Insolvency Professional Agency
of Institute of Cost Accountants of India, Lodhi
Road New Delhi
22, Institutional Area, Lodhi Road, New Delhi-110003

and/or

E-mail: gro@ipaicmai.in

ANNEXURE III
ACKNOWLEDGMENT LETTER

(On letter head of IPA-ICMAI)

To
[Name of the complainant/aggrieved],
[Address of the complainant/aggrieved].

Date:

Unique Grievance Redressal Number:

Dear [Name of the complainant/aggrieved],

We are in receipt of your complaint/grievance_____through post/mail.

Your complaint/ grievance shall be examined by the Committee of the IPA-ICMAI and necessary action will be taken.

Kindly note the Unique Grievance Redressal Number mentioned aforesaid with respect to your complaint/grievance for any future correspondence with us.

Yours sincerely,

(Signature of the Grievance Redressal Officer)

Name:

Designation:

Date:

ANNEXURE IV

DECLARATIONS OF MEMBERS OF THE COMMITTEE

DECLARATION

I, _____ the Chairperson/Member of the Grievance Redressal Committee, will declare at the start of every meeting that I am not directly or indirectly concerned or not interested in any complaint/grievance coming up to Grievance Redressal Committee for consideration.

Verified today the _____ day of _____, 20____ at _____.

Name:

Place:

**Name and Signature of
the complainant/aggrieved**

