

WBHA - GRIEVANCE REDRESSAL DESK (GRD)

Considering the strong need for an effective and efficient Desk to manage the Grievance Redressal Mechanisms, the Executive Committee in consultation with its Grievances Sub-Committee has, decided to implement the grievance handling in a fair, objective, just and time-bound manner.

The GRIEVANCE REDRESSAL DESK (GRD), activated under the aegis of the Grievance Redressal Sub-Committee, will help to obtain responses to unresolved grievances on matters relating to member concerns.

How GRD will deal with your complaint:

- * GRD looks into complaints/grievances from member concerns
- * The GRD shall not entertain complaints written on behalf of member by advocates or agents or by any third parties.
- * GRD will assess what aspects of the complaint fall within its purview and the gravity of the complaint. Based on this, it will seek comments from the concerned party/buyer/agent (Notice-1).
This is normally done within 15 working days of receipt of the grievance by E-mail/WhatsApp.
- * GRD expects the receiver to give a reply within 21 days.
- * After receipt of comments, GRD may, if considered necessary, seek further information to ensure that the grievance is dealt with in a fair and objective manner.
- * If complain/dispute/difference not solved, and/or in absence of communication, GRD will issue reminder (Notice-2).
- * Intervention of Executive Committee Members of the Association/Third Party, subject to the consent of the aggrieved member, may be sought for redressal and necessary documents will be shared for an effective communication.
- * The complaint may also include suggestions on how the member believes the complaint could be resolved.
- * All grievances referred to the GRD shall be entered in a Register to be maintained for the purpose by the designated officer(s).
- * The number of grievances, settled or pending, will be reported to the Grievances Sub-Committee every month and will be reported at the Executive Committee Meeting from time-to-time.
- * All complaints will be treated as confidential. The GRD will not disclose any personal data that may reveal the identity of complainants without their consent.

How to approach GRD:

- ★ Time limit for redress of grievance - Ninety (90) days.
- A caution list for doing business will be published/circulated, which will include all the unresolved cases after approval of the Executive Committee of WBHA
- Complainants are requested to submit complete details of the complaint as required in the Complaint Registration Form (attached as Annexure-I).
- Without the required information called for in the Complaint Registration Form, GMD will not be in a position to register the complaint.
- State Member's identity (one point contact) and postal address, e-mail address telephone number and whatsapp no.
- Members are advised provide details of their grievance with copies of supporting document. Three (3) Complete set is required to be submitted. The complainant to send the communication in physical form to:

**The Chairman
Grievances Redressal Desk
West Bengal Hosiery Association**

'BHARAT CHAMBERS', 9/1, Syed Amir Ali Avenue, Kolkata-700 017.

or send the Form duly filled in through Email to GRD@WBHA.in.
or use Google Form <https://forms.gle/wvAAZ9EY4uWUubHZ87>

Who can approach GRD:

- GRD does not charge any fee.
- Any earlier attempts to have the grievance resolved through the GRD of the Association should be furnished.
- Specify whether (a) matter is sub judice and (b) one has filed any appeal against any previous decision of the Association, before any Court, Tribunal or Consumer Forum.

Members of the Association having no subscriptions due, can only approach GRD.

Members of Grievances Sub-Committee

Shri Sanjay Kumar Jain, Chairman

Shri Pradip Kumar Todi

Shri Vinod Kumar Gupta

Shri Ramesh Agarwal

Shri Pankaj Seksaria

- For further clarifications, please call Shri Avik Roy, *Secretary-9231684144*

Active Members of the Association are requested to take advantage of the Grievance Redressal Desk (GRD) – A special initiative of WBHA.



COMPLAINTS REGISTRATION FORM
(Separate forms to be used for each complaint)

The Chairman
Grievances Redressal Desk
West Bengal Hosiery Association
'BHARAT CHAMBERS'
9/1, Syed Amir Ali Avenue, Kolkata-700 017.

Dear Sir,

1. Name of the complainant: _____

2. Address of the Member Firm: _____

3. a. Mobile/WhatsApp Number: _____

b. E-mail ID: _____

c. WhatsApp Number: _____

4. Identify the name of the company that you are complaining about: _____

a. Mobile/WhatsApp Number: _____

b. E-mail ID: _____

c. Address: _____

5. Name of the intermediary/Agent (if any): _____

a. Mobile/WhatsApp Number: _____

b. E-mail ID: _____

c. Address: _____

6. Nature of Complaint (Please tick):

Monetary Transaction		Non-Monetary Transaction		Others, please specify	
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7. Specify whether (a) matter is sub judice and (b) one has filed any appeal against any previous decision of the Association, before any Court, Tribunal or Consumer Forum.

8. Suggestions on how the member believes the complaint could be resolved:

9. Intervention of Executive Committee Members of the Association/Third Party in the process of dispute redressal, if agreed please confirm

10. **COMPLAINT INFORMATION** / Details of complaint (including details of document copies attached:

11. Specify how they would like to be contacted: by post, email, or phone/whatsapp:

Name:

Signature:

Date:

Company Seal :

Purpose: We are collecting this information so that we can process informal member complaints, inquiries, and requests for dispute assistance from individuals, groups, and other entities.