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## COMPLAINT / GRIEVANCE HANDLING MECHANISM

A consumer who wishes to register complaint about any product or service may lodge the same by any one of the following methods:

- 1. Availability of Complaint / Suggestion Book at HP Gas Distributors & PetrolPumps:** As per the MDG (Marketing Discipline Guidelines) Provisions, it is mandatory for the dealers / distributors to maintain a Suggestion / Complaint Book and make the same available to the customers on demand. A message indicating availability of this book is also prominently displayed at the retail outlets and gas agencies. The field officer goes through the Complaints Book during the inspection, for which a specific provision has been made in the inspection report. The complaints are attended to by contacting the complainant, wherever necessary, by the Officers or action is taken based on input given by the customers.
- 2. Display of Contact No. and Address at Retail Outlets / HP Gas Distributorships:** Contact details of the Sales Officers of the company are prominently displayed at all the retail outlets / HP Gas Distributorships, for the benefit of customers to contact them or write to them.
- 3. Toll Free Number, Call Centers:** In order to have convenient, easy and effective way to enable customers to register their complaints and follow them up, two all India Toll Free numbers 1800 2333 555 are in place for registration of complaints.
- 4. Web based complaints:** Customers can also register their complaints through HPC Corporate Website i.e. [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com). Once a complaint is registered on the website it automatically goes to the concerned officer for further action. A reply is sent to the customer by the concerned office, once it is resolved. There is provision in the system which enables customers to view the status of the complaint on the website.



5. **Timelines for Resolution of Complaints:** HPCL shall endeavor to respond to complaints received through Toll-Free number/Web Portal within fourteen days, except in circumstances beyond control of the Corporation viz. Natural calamities, strikes, absenteeism, system breakdowns or in cases warranting investigation etc. which may take longer to conclude. In such case, an interim reply would be sent.
6. **Email:** The consumer who is not satisfied with the resolution of the complaint may send email to [mktghqo@hpcl.co.in](mailto:mktghqo@hpcl.co.in) or [corphqo@hpcl.co.in](mailto:corphqo@hpcl.co.in) giving clear and complete details of the complaint and nature of remedial action sought. Past references may also be included.
7. **Public Grievance:**
  - a. Designated officers of the Corporation will be available every Friday between 4.00 PM to 5.00 PM at all major locations to hear & facilitate redressal of grievances of the public.
  - b. The details of the Public Grievance Redressal Officers for redressal of Public Grievances are available on the Corporate website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com)
  - c. A link has been provided on HPCL Corporate website: [www.hindustanpetroleum.com](http://www.hindustanpetroleum.com) for registering Public Grievances on the Government of India Public Grievances Portal (PG) viz. <http://pgportal.gov.in>.