

	<b>BMNS SERVICES PRIVATE LIMITED</b>	<b>BMNS/CSP 15/FOR 01</b>	
	<b>COMPLAINT, DISPUTES and APPEAL FORM</b>	Date: 11-05-2024	Page 1 of 3
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<b><u>Complaint, Disputes and Appeal form</u></b>	
<b>General Information</b>	
Name of the applicant	
Name of the Organization	
Address with phone number and email ID	
BMNS's contract number	<i>If applicable</i>
CSP project number	<i>If applicable</i>
Type	<i>Validation/verification</i>
Description	<i>Describe here the complaint/dispute/appeal</i>
<b>For BMNS Use</b>	
Date of <i>Complaint/Dispute/Appeal</i> received? <i>(Retain appropriate term amongst complaining/dispute/appeal)</i>	
Has the Complaint/Dispute/Appeal been acknowledged?	
Description	<i>Summarize here the issue</i>
Detail of personnel (subjects) involved in the case as applicable	<i>*Please mention the name of BMNS personnel identified as subjects to the complaint/dispute/appeal and ensure that any of them, including but not limited to Director-Quality, is/are not involved, in complaint/dispute/appeal handling and establishment of panel</i>
<b>Verification of the validity by Director-Quality*</b>	
Complainant is a genuine stakeholder	
Identity of complainant is established	
Complaint is formal	
Its relates to validation and verification function	
<b>Background information and evidences collected</b>	
Is the complainant asked for	

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additional information?	
What all information is collected?	
Is the collected information satisfactory to request Director for the constitution of the panel?	
<b>Constitution of Panel</b>	
Name of the three members of Panel	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> </ol> <p><i>(In case Director- Quality is subject to complaint, dispute or appeal, the case including appointment of independent panel, will be handled by Director- Operations. Please ensure, in any case, that that selected members are independent and there is no self-appointment)</i></p>
Is the team independent of those who carry out the work?	
Are the person appointed as team member have the same competency of the subjects to complaint or higher?	
Have the team members provided their no conflict of interest and confidentiality declaration in advance of taking the job?	
Is the team lead by Director- Operations?	
<b>Approval</b>	
Is the proposed team found appropriate?	
Date of approval	
<b>Investigation and outcome</b>	
Summary of investigation made	
Outcome (report)	
Action proposed	
Date	
Has the outcome been sent to the applicant?	
In case of dissatisfaction has he informed about the option of complaining to the board?	
<b>Corrective action by Director- Quality</b>	
Correction	

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Corrective action	
Date of review of effectiveness	
Date	
<b>Approval by Managing Director</b>	
Decision approved	
Correction approved	
Date	

**Document History**

Issue No.	Details of Revision	Approval date	Prepared by	Reviewed & Approved by
1	Initial Adoption	11.05.2024	Shiv Kumar Kashyap	HB Muralidhar

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