



## Grievance Redressal Policy

### Objective:

The objective of the policy to ensure that:

- All aggrieved are treated fairly.
- All grievances are responded with courtesy and transparency.

### Aspects of grievance redressal policy

- Once the grievance is received, RASCI takes it up with the concerned department/ institution for resolution.
- Resolution is facilitated as per the defined Turnaround time (TAT).

### Time Frames:

- First Complaint can be submitted at [grievance@rasci.in](mailto:grievance@rasci.in)

Level	Contact Person	Email ID	TAT from Grievance Receipt (Working Days)
First	Anjali Devi	<a href="mailto:Anjali.devi@rasci.in">Anjali.devi@rasci.in</a>	3rd Day
Second	Amol Kulkarni	<a href="mailto:Amol.kulkarni@rasci.in">Amol.kulkarni@rasci.in</a>	7th Day
Third	Tushar Pandya	<a href="mailto:Tushar.pandya@rasci.in">Tushar.pandya@rasci.in</a>	10th Day