



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

Level	Contact Person	Email ID	TAT from Grievance Receipt (Working Days)
First	Amol Kulkarni	Amol.kulkarni@rasci.in	7th Day
Second	Tushar Pandya	Tushar.pandya@rasci.in	10th Day