

## **REDRESSAL OF MECHANISM OF BUYERS' COMPLAINTS**

It is Corporation's endeavour to provide good quality cotton as well as prompt pre & post sales services to all its customers/Textile Mills to their fullest satisfaction, not giving any scope for any sort of complaint. However, in case the buyer Mill has any grievance regarding the quality supplied or any aspect of the services provided by the Corporation, the buyer Mill can approach the Head Office or the Branch Manager concerned directly for redressal of their complaint.

The complaint is acknowledged immediately and an interim reply is given to the buyer Mill. To look into the complaint, an Officer of the Corporation is deputed to meet the Buyer and to ascertain the nature of complaint. After ascertaining the full facts from the buyer mill regarding the details of the complaints and its gravity and the comments of concerned Branches the matter is considered by the Corporation for appropriate action with a view to satisfy the buyer on the one hand and to prevent recurrence of such complaints in future on the other hand.