

# **COMPLAINANT FRIENDLY ENVIRONMENT**

**To facilitate the Complainants / Applicants, OGRA has adopted the following public friendly approach:-**

- **Open Door Policy, visitors can see the concerned Officers within 15 minutes without prior appointments**
- **The complainants are guided how to fill and file the application form**
- **The complainants are not required to come to OGRA for filing the complaint. They can file the same through e-mail, fax, normal post and personally**
- **OGRA values the complainants and take into account their very useful feedback**
- **Every complainant is treated with the same respect and dignity irrespective of his socio-economic status or background**
- **No act of discrimination**

- **Ensure the facilities for the visitors / complainants:**
  - **Reception**
  - **Seating arrangement**
  - **Safe drinking water**
  - **Washroom**
- **Application form available on the OGRA website**
- **OGRA publicizes the complaint form in the local and major daily newspapers throughout the country**
- **OGRA is protecting the consumers (weakest stakeholders) from unfair treatment and exploitation by the licensees**