1. Information related to the Complainant:

Name………………………………………………………………………………………………………….……..

Company………………………………………………………………………………………………….…..

Address……………………………………………………………………………………………………………….

TP………………………………..….. Email :……………………………………………..….

1. Details of the complaint:

Name of the item /unit, SLSI entry no. or any reference: ……………………………………………………….

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Signature………………………………………… Date ……………………………………………..

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| For division use only   1. Complaint received by:   Name of the officer:  Designation:  Signature: Date:   1. Mode of complaint: Telephone/Fax/E-mail/Letter/Other (*pls specify*) ……………………………………….. 2. Forward to SM on :…………………..……………..(*Date*) Signature of SM……………………………………. 3. Acknowledgement of the receipt of the complaint to the complainant :………………………..(Date) 4. Investigation & conclusion of the complaint by independent group of person…………………………..   …………………………………………………………………………………………………………………………………………………..   1. Decision of the head of IB based on the conclusion given by independent group of person:   …………………………………………………………………………………………………………………………………………………   1. Decision of the head of IB presented to the complainant (written explanation about the reason for decision and incase issue a revised certificate):…………………………………………………………………………. 2. Eventual action needed (immediate action/ Corrective Action Report/ Preventive action)   ……………………………………………………………………………………………………………………………………………………   1. Person(S) involved in reviewing and approving in the decisions to be communicated to the complainant 2. Formal notice of the end of the complaint.   ----------------------------------- -------------------------------  System manager Date |