

# **ERC GUIDELINES**

Handling customer complaints is an extremely significant part of the service offered by the ERCs. CSD strongly recommends following their guidelines (below) in order to minimize negative feedback from the consumer.

## **How to avoid complaints?**

- Check consumer/gift schemes if not wrapped with item. Such schemes are mentioned in invoices.
- CSD recognizes that while no forecast may be 100% accurate, it is essential to avoid over stocking and returns by preparing demand rationally.
- Do not demand deleted items.
- Newly introduced items are automatically introduced to ERCs. Such items can be issued on credit and on a returnable basis for 30 days. If the items are partially sold, up to 14 days may be provided for return of the items. This is acceptable only if the ERC deposits the amount of items sold in CSD, within 10 days.
- If an item has been issued without consent (other than new item), the Depot CSD should be intimated, before taking delivery from the warehouse.

## **Complaint management**

- All complaints should be lodged with the respective Area CSD Depot immediately, no later than 15 days from the date of collection.
- The complaint, along with opening board proceedings, should be duly counter signed by CO/Chairman of Canteen.
- Any complaint made after the sale of an item should contain item details as well as ERC bill number and date of sale.
- In case the complaint has not been handled in a satisfactory manner, the concerned Regional Manager or CSD HO Management Service Branch should be contacted.
- In the event of quality-related complaints, it is necessary to reference the batch/lot number of the product.
- All defective items should be returned to ERC/CSD Depots only and not directly to the firm.

## **Deletion of items**

Any products that have not achieved up to 2% sale - both in value and volume - in a particular generic group, will be identified and placed before the Board of Officers for deletion.