**Grievance Redressal Mechanism - ATTESTATION**

The Grievance Redressal Mechanism pertaining to issues on Attestation is designed to ensure that grievances are heard and resolved in a structured and efficient manner.

*How Does the Mechanism Work?*

Our Grievance Redressal Mechanism operates on three levels:

Level 1: Initial complaints are handled by our dedicated team. They acknowledge your grievance within 24 hours and strive to resolve it quickly. If necessary, your grievance will be escalated to Level 2.

Level 2: Here, your concerns are thoroughly investigated, and solutions are formulated. Our aim is to address your grievance within a reasonable timeframe, usually within a week.

Level 3: If your grievance remains unresolved or if you are dissatisfied with the resolution, it can be further escalated to Level 3. This is our last resort to ensure your concerns are given the utmost attention.

*How Can You Reach Us?*

You can escalate your grievances through the following channels:

Regional Centres: Depending on your location, contact the respective officers.

Coordinating Point in Head Office: For central support and concerns, reach out to our Assistant Manager or General Manager.

Public can escalate their grievances in the below noted e-mail ID’s and contact points.

**Regional Centre – KOZHIKODE**

* L1: Assistant Section Officer, Regional Centre – KOZHIKODE - 7012609608
* L2: Centre Manager, Regional Centre – KOZHIKODE - 9447478049

e-mail – norkarootscalicut@gmail.com

**Regional Centre – ERNAKULAM**

* L1: Senior Executive, Regional Centre – Ernakulam - 9188268904
* L2: Centre Manager, Regional Centre – Ernakulam – 9446735281

e-mail – grievancenorkaekm@gmail.com

**Regional Centre – Thiruvananthapuram**

* L1: Senior Executive, Regional Centre – Thiruvananthapuram - 8281004901
* L2: Centre Manager, Regional Centre – Thiruvananthapuram – 0471 - 2770555

e-mail – grievancenorkatvm@gmail.com

Coordinating Point in Head Office-

* Assistant Manager, NORKA-ROOTS – 0471-2770557
* General Manager, NORKA ROOTS – 0471-2770500

e-mail – attestation.norka@gmail.com