



## **INDIAN SINGERS' RIGHTS ASSOCIATION**

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### **SOP for attending to Grievances from Members and/or Users**

ISRA is very sensitive and cautious towards maintaining high standard of service, honesty, integrity, transparency, courtesy and accountability in its day to day working not only with Users but also with its Members. ISRA is totally committed to redress all grievances received from anyone – Users and/or Members. ISRA strictly conforms to the Code of Conduct as enumerated vide Rule 66 of the Copyright Rules, 2013. ISRA aims to promptly examine all grievances and provide its response/redressal without any delay.

All grievances :-

1. Can be sent vide a letter delivered to the Office personally or through Regd AD/Courier. It can be delivered either at the Registered Office or the Corporate Office or any Branch Office (where such office exists).
2. Can be sent via Email at [info@isracopyright.com](mailto:info@isracopyright.com) (for Users) or at [membership@isracopyright.com](mailto:membership@isracopyright.com) (for members).
3. Once a grievance is received as above, it is forwarded to the concerned department to ensure a well-coordinated and timely response.
4. For simple grievances, the department needs to respond within 48 hours. In case the department officials find it complex to redress, the same is then escalated to Department Heads who then review the redressal of grievances and issue directions for providing effective relief, wherever required in the best possible manner after taking inputs from any other departments if need be.
5. Grievance Report containing details of grievances received and action taken thereon is to be submitted to the CEO every month by the respective Department Heads.
6. If any grievance requires the CEO's inputs, the Department Heads need to take it up on a speedy basis with the aim of resolving the grievance as quickly as possible.
7. Staff & Management is required to be sensitive towards matters involving Privacy and/or Confidential Information while redressing any grievance. Such matters should be escalated to the Legal Counsel for his/her inputs before taking the final approval from the CEO
8. The CEO shall table the Grievance Report, if any, at the subsequent Board Meeting. Important grievances shall be notified to the Chairman from time to time by the CEO.
9. If the Grievance is of a complex nature and involves Policy issues then the CEO shall place the same at the forthcoming Board Meeting for redressal.
10. The Aim of ISRA wrt grievance resolution is to try to respond to the same within a maximum period of 10 days.

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