

## **GUIDELINES FOR GRIEVANCE HELPLINE**

YCB Grievance Helpline aims to reinforce the organization's commitment towards justice to all stakeholders and Yoga professionals. The policy applies to all stakeholders and Yoga professionals associated with YCB. Objective of the YCB Grievance Helpline is to provide easy and accessible mechanism for settlement of grievance.

### **Grievance Helpline:**

1. Yoga professionals associated with YCB scheme and having any grievance or inquiry may send a Grievance or inquiry to the concerned PrCB / Yoga Institutions to their email or send it by post at their office.
2. If the Yoga professionals are not satisfied with the reply of the PrCBs / Yoga Institutions they may approach to the next higher authority as per the guidelines for Grievance Handling Mechanism.
3. If the Yoga professionals are still not satisfied with the reply of the PrCBs / Yoga Institutions, they may file a Grievance with supporting documents at email ID [ycb18-mdniy@nic.in](mailto:ycb18-mdniy@nic.in) or send it by post to Yoga Certification Board, MDNIY, Ministry of AYUSH, Govt. of India, New Delhi - 110001
4. If YCB stakeholders, are having any grievance under the scheme they may file a Grievance with supporting documents send to the email ID [ycb18-mdniy@nic.in](mailto:ycb18-mdniy@nic.in) or send it by post to Yoga Certification Board, MDNIY, Ministry of AYUSH, Govt. of India, New Delhi - 110001

### **YCB Grievance Handling Mechanism:**

1. All Grievances received will be registered and acknowledged by YCB within one week time.
2. Grievance documents shall be forwarded to the concerned department as per the nature of Grievance.
3. Official of the department shall reply to the aggrieved institution / Yoga professionals with the approval of competent authority of YCB within 30 days from the receipt of the documents.
4. Yearly summary of the grievance received within that period will be submitted to the Board (YCB).

### **YCB Appeal Mechanism:**

1. If the aggrieved institution or Yoga professionals are not satisfied with the reply, they may appeal to the Chief Executive Officer, YCB.
2. Chief Executive Officer may refer the case to a Grievance Committee if he prima facie feels that the case has a merit to reconsider. On receipt of Committee report, CEO will take a final decision which will be communicated to the aggrieved institution/person.