

USER GUIDE ON GRIEVANCE REDRESSAL AND DISPUTE RESOLUTION ON THE ONDC NETWORK

Introduction

The Issue & Grievance Management (IGM) framework serves as a facilitator to address conflicts between the Complainant (buyer or seller) and Network Participants, fostering transparency, equity, and data security among all parties.

It's essential to recognize that the seller app incorporates NP-ISN (Inventory Seller Node), NP-MSN (Marketplace Seller Node), and Logistic Service Provider (LSP) based on the Network Policy. The framework assumes a three-party NP involvement for distinct transactions. This signifies that when a buyer or seller raises a concern for a specific transaction, it encompasses the buyer app, seller app, and LSP as three distinct entities engaged in the transaction. The comprehensive journey of resolving the issue, spanning from its initiation to its eventual resolution, is laid down.

Need for an IGM

Given the unbundled nature of the transaction, one can readily perceive scenarios where customers grappling with issues are compelled to navigate a convoluted path in their pursuit of resolution. Similarly, sellers encountering complications might find themselves subjected to undue burdens in resolving disputes.

To ensure the network's robustness and its capacity for expansion, a well-defined mechanism for issue and grievance resolution becomes imperative. This is particularly significant given the inherent nature of transactions where they commence with one entity and culminate through the efforts of other entities.

IGM is also imperative to a trustworthy network. By creating this framework, we would like to ensure all customers and sellers that your complaints will be addressed by the concerned party and will not go unheard. Online dispute resolution will also take significantly lesser time to resolve issues on the Network and will surely take the ever growing burden of courts.

What issues can you raise on the ONDC IGM and by Whom?

You can raise any issue that arises out of a transaction made on ONDC.

The complainant raising an issue can be the Buyer buying on ONDC or a seller providing their goods/services.

What process should a complaint follow for redressal?

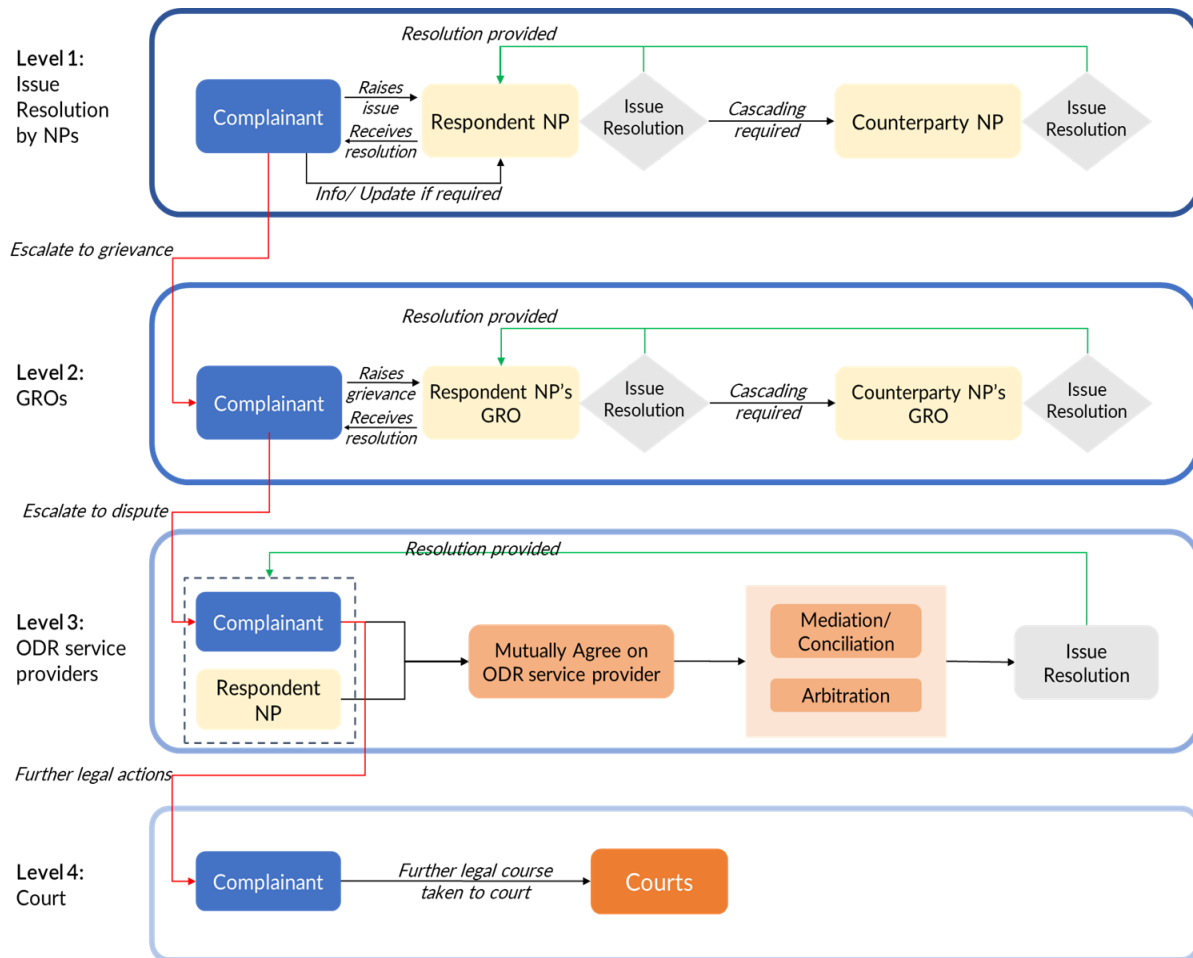
ONDC proposes a 4 level framework to resolve your disputes:

Level 1: NP's Automated Issue Resolution

Level 2: Issue Resolution internally among GROs of respective NPs

Level 3: Issue Resolution externally by ODR Service Providers

Level 4: Issue Resolution externally by Court



Level 1: Buyer App/Seller App Automated Issue Resolution

At the first level of resolution, you can lodge an issue with your interfacation app : for a buyer raising an issue- it would be the buyer app. If you are dissatisfied with the resolution provided by the interfacing app, you can escalate the issue to Level 2 by clicking on an “escalate” functionality.

Level 2: Issue Resolution internally among GROs of respective NPs

Every Application will have a Grievance redressal officer. The officer will then try to provide a resolution to the complaint. The GRO is an entity that will handle the cases when your issue has not been resolved in the first stage. In instances where none of your Buyer App or Seller App or Logistics service provider (LSP) are able to give you a resolution or given a resolution you are dissatisfied with, you have another functionality to “escalate” the issue.

Level 3: Issue Resolution externally by ODR Service Providers for Mediation, Conciliation, and Arbitration.

This escalation will lead you to a page where you will be shown (n) number of Online Dispute Resolution (ODR) Service Providers. You will choose $n/2 + 1$ number of ODR Service Providers.

After you have chosen the ODR SPs, you will get a notification which will tell you the common chosen ODR between you and the respondent.

That ODR SP will be the final one.

*In case, there is more than one common ODR SP - the one with the lowest cost will be the final ODR.

This framework aims to provide a fast and economical solution to all your issues on the network.

Current Status of IGM

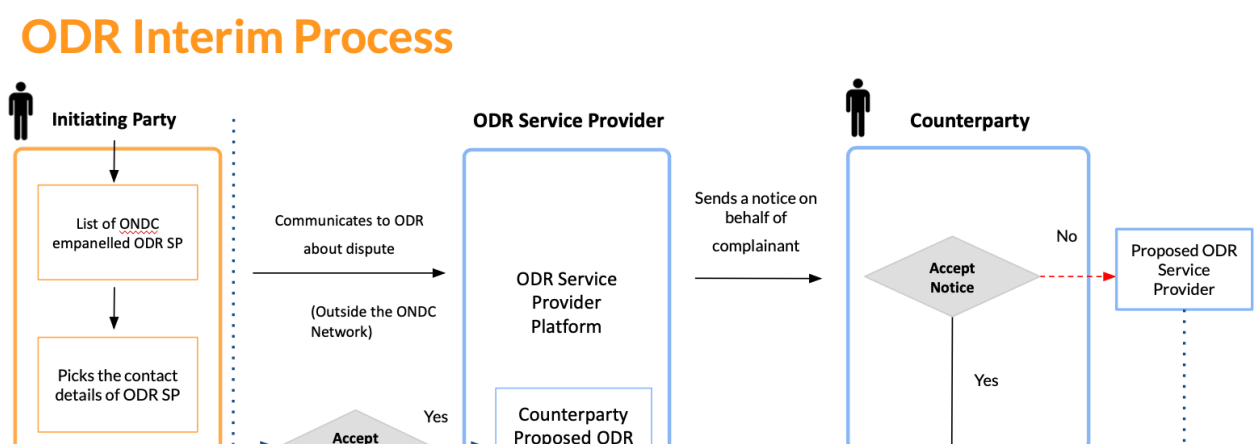
In consultation with Network Participants and Industry experts, ONDC has designed a comprehensive framework as explained above, that spans the entire spectrum of issue and dispute management, encompassing automated solutions. The API specifications, designed by ONDC, have been released and are presently undergoing execution by the Network Participants. To effectively implement the Issue & Grievance Management (IGM) framework, ONDC has adopted a phased approach. The initial phase, currently in progress, focuses on network-level issue handling, constituting a foundational step toward realising the complete IGM vision.

Interim process for Level 3 (ODR)

ONDC has created an interim process for ODR to make sure all your complaints have the right resolution redressal mechanism while the final envisioned solution, outlined previously, is ready and implemented.

How do you use the Interim process?

This manual will guide you to escalate the issue to level - 3 using the Interim process. If the issue remains unsolved post level-2 grievance management you can use follow the steps detailed below:



- 1) Before contacting any ODR service provider, collect relevant information pertaining to the order including order number and order details, issue description and evidence.
- 2) Once the information is readily available, visit the official ONDC website (<https://ondc.org/>).
- 3) Scroll down and select Ecosystem participants. You'll be redirected to a page with a list of ecosystem participants with different roles.
- 4) Choose the role: Online Dispute Resolution Service Providers (ODR). You'll get a list of ODR service providers and information of the contact person for each service provider.
- 5) You can choose an ODR Service Provider (SP) from the list and contact them through their website or using the contact details shared on the ONDC webpage.
- 6) Share the complaint details with the SP and provide the information they ask. The ODR SP will then share a notice to the respondent(s).

Here is a peek into participants leveraging ONDC Network.

Role

- Technology Service Provider (TSP)
- Reconciliation Service Providers (RSP)
- Online Dispute Resolution Service Providers (ODR)
- Network Participant Account Providers
- Associated Service Enablers

The Issue & Grievance Management framework acts as a facilitator to resolve disputes between the Complainant (buyer or seller) and Network Participants in a manner that ensures transparency, fairness and data security to all the parties. IGM has three layers of resolution, starting from an issue which will be resolved by the interfacing app through technologies such as Automated Issues Resolution and Chatbots. In the event that the issue is not resolved within the first stage i.e AIR, the issue is then escalated to the Grievance Redressal Officer of the involved Network Participants.

Organisation	Contact Person	Email Addresses
ADRes Now	Kesava Moorthy	kesava@adresnow.com
Cadre	Rajneesh	rajneesh@thecadre.in
Cord	Badarivishal Kinhal	badarivishal.kinhal@resolveoncord.com
Just Act	Harekaran .S.N	harekaran.sn@justact.co.in
Presolv360	Krunal Modi	krunal@presolv360.com
Sama	Pranjal Sinha	pranjal@sama.live
Webnyay	Vishwam Jindal	vishwam@webnyay.in
WeVaad	Kritika Sethi	contact@wevaad.com

- 7) The respondent(s) upon receipt of notice, can choose to:
 - a. Continue with the ODR proceedings.
 - b. Suggest an alternative ODR Service Provider.
 - c. Do not respond to the notice.
- 8) In case the respondent(s) choose to go with option (b), the respondent(s) will communicate the alternative service provider to you directly. The suggested Service Provider will play no role in this communication.
- 9) You can choose to proceed with the new Service Provider or suggest another alternative Service Provider (Different from the 2 already rejected.)
- 10) ONDC recommends that these iterations shouldn't take place more than 2 times (the third alternative suggested in the process should be accepted.)

11) Post the ODR process and once a consensus is reached, you can share the details with the chosen service provider and continue with proceedings outside the ONDC network.

12) This process does not stop you from going to court as per your constitutional rights.

Long Term ODR Process

The end state of Issue and Grievance Management process will have seamless integration of ODR Service Provider and Network Participants. This integration will enable the Complainants and Respondents to escalate to ODR without having any manual intervention or process. The Evidences will also be transferred directly from the concerned Network Participants involved in the transaction to the chosen ODR Service Provider.

We are also envisaging lesser time involved in choosing a common ODR through the selection formula defined by ONDC.