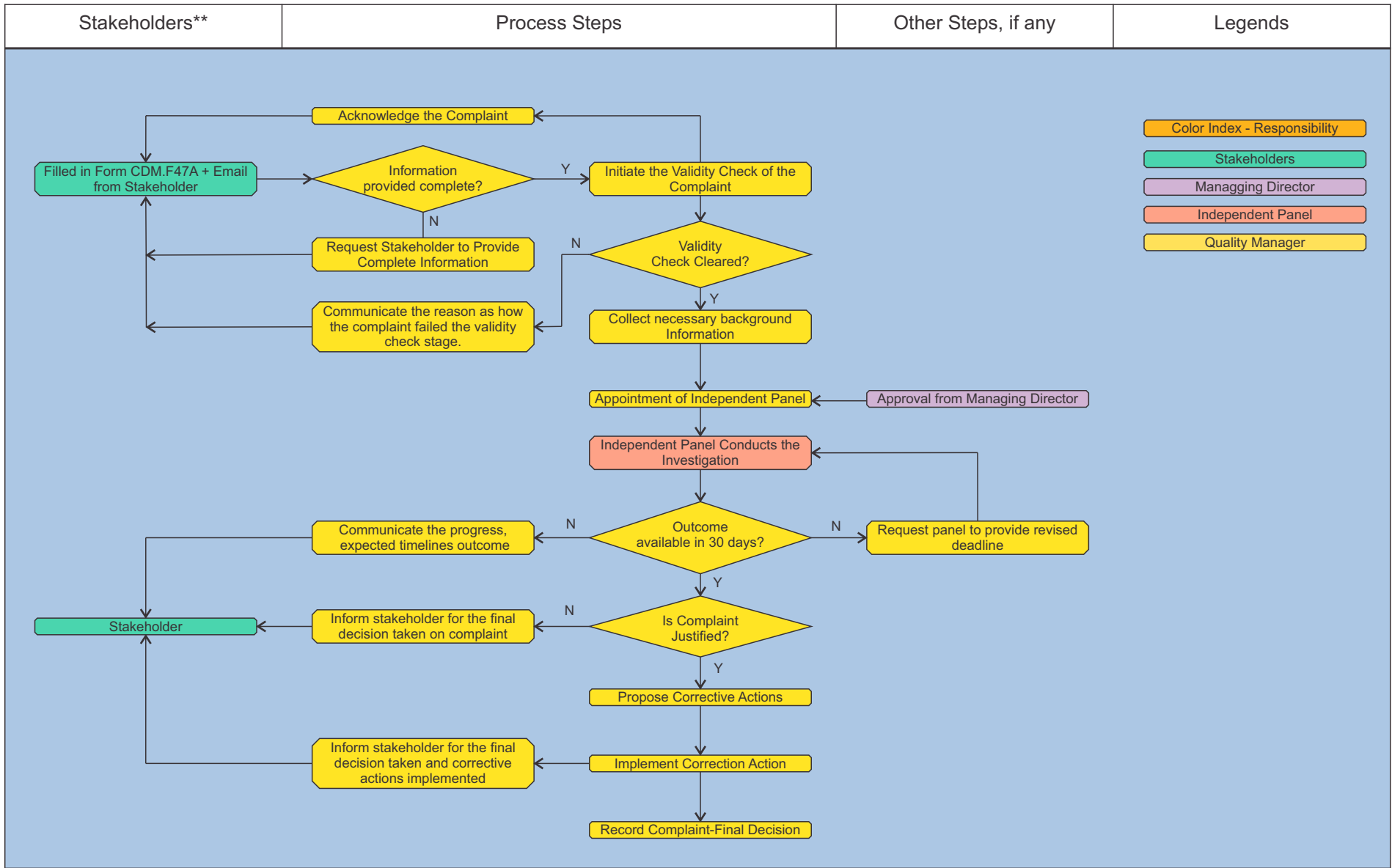


## CDM Complaint\* (Validation/Verification Services) Handling Process at ESPL Flow Chart



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\*Complaints: Formal (written) and/or informal (verbal) expressions of dissatisfaction regarding the performance of a DOE in relation to its CDM function(s)  
 \*\*Any source, such as the CDM client's organization (CDM PP), the general public or its representatives, government bodies, NGOs, etc.  
 \*\*Form F47.A is also available at [www.earthood.in](http://www.earthood.in). Stakeholder is recommended to provide the filled in the Form