

FORMAT FOR GRIEVANCE REDRESS MECHANISM FOR THE MINISTRY

The Grievance Redress Mechanism for the Ministry will cover the three processes of receipt, redress, and prevention with the following sections:

I. Receipt of Grievance

- Information on receipt
- Communications to complainant
- Criteria for classification

II. Redress of Grievance

- Time norms for redress
- Level of responsibility for Redress

III. Prevention for Recurrence of Repeated Grievances

- Analysis and prevention

Receipt of Grievance

Information on receipt

The information and facilitation counter is designated as Nodal Section for receiving the grievances/complaints from the citizens of the country in general and in particular from the service recipients of the Ministry. The Centre is responsible for receiving the grievances, issuing the acknowledgement receipt simultaneously and maintains the record in the format given below. In case of online system the acknowledgement should be sent automatically.

To ensure that all relevant particulars are available for further actions to be taken, full details must be recorded at the time of receiving a grievance or complaint as shown below:

| Date of Receipt | Particulars of Citizen /Client | | | | Particulars of the Grievance | | | |
|-----------------|--------------------------------|---------|-------------------------------|--|------------------------------|--------|-------------------|-------------------------|
| | Name | Address | Landline/ Mobile/ Email | Whether Acknowledgement given at the time of receipt | Subject of the grievance | Office | Brief description | Date of Acknowledgement |
| 1 | 2 | 3 | 4 | 5 (Yes/NO) | 6 | 7 | 8 | 9 |
| | | | | | | | | |

Communication to complainant

At the time of acknowledgement, the complainant needs to be provided with the following information:

- a. Grievance number to facilitate monitoring and reminders by complainants.

- b. Expected time of redress (Prescribed maximum time limit for completion of redress is three months).
- c. If not addressed within expected time, action to be taken by complainant

If the grievance is not redressed within the expected time, the complainant should be provided with the following information by the person responsible for receiving the manual/postal grievances:

- a. Information on reasons for delay
- b. Updated expected time of redress
- c. If not addressed within expected time, action to be taken by complainant

At the time of final redress, the complainant will be provided with the following information by the office responsible for redress of the grievances:

- a. Action taken for redress
- b. If not satisfied with the redress action, avenues for pursuing the matter further

Criteria for classification

Different types of grievances or complaints need different responses or ways to respond to them. Therefore, the grievance must be categorized to facilitate action appropriate to the type of grievance. The Department of Administrative Reforms and Public Grievances has provided five broad suggestive criteria, listed below, under which the grievances can be categorized.

| S. No. | Criteria |
|---------------|----------------------------|
| 1. | Charter related |
| 2. | Policy related |
| 3. | Personnel related |
| 4. | Schemes/Programmes related |
| 5. | Vigilance related |

Tentative classification of the grievances for each Bureau according to these five criteria is given at **Appendix-II**. It may be observed that five criteria are allotted the codes 01, 02, 03, 04, 05 respectively and the Bureaus are given the codes in serial Numbers, i.e. 1 for SCD, 2 for BCD, 3 for Disability, 4 for Social Defence and 5 for PREM and Coordination Divisions. The Grievance Code would therefore be a composite one, viz. 0111 would indicate the first charter-related Grievance pertaining to SCD Bureau; 0121 to BCD Bureau; 0411 would indicate the first grievance relating to policies/programmes of SCD Bureau and so on.

Redress of Grievance

A suggested flow chart for Grievance Redress Mechanism is given at **Appendix-I**. Economic Adviser (Coordination) has been nominated as Director of Public Grievances of the Ministry, who will monitor the disposal of the grievances received directly in the Ministry – on line as well as through post or in person at the facilitation centre – or through the CPGRAMS of DAR&PG.

Time norms for redress

Based on the criteria listed as above, time norms for redress must be laid down as shown below:

| S. No. | Grievance Category | Time Norm for Redress |
|---------------|----------------------------|---|
| 1. | Charter related | One months |
| 2. | Policy related | Immediate acknowledgement within three working days and substantive response within two months in case the issue is being addressed. In case, issue raised by the complainant needs a revisit of policy guidelines, adequate response need to be sent conveying that the issue raised will be addressed at the time of next revision. |
| 3. | Personnel related | One Month |
| 4. | Schemes/Programmes related | One Month |
| 5. | Vigilance related | Three Months |

Level of Responsibility for Redress

It has been decided that Bureau Heads (Joint Secretary level) shall be the Nodal Public Grievance Officer responsible for regular monitoring and disposal of grievances received in the Bureau either directly or through Director of Public Grievances of the Ministry. Divisional Heads within the Bureau shall be designated as Public Grievance Officers for the subjects being assigned to them by the respective Bureau Heads. Bureau-wise list of Nodal Public Grievance Officer/ Public Grievance Officers is given at **Appendix-III**

In order to ensure that grievances are addressed within the prescribed time norms, the GRM should define the levels of responsibility for redress of each category of grievances and their time norms. In case the grievance is not redressed at a particular defined level then an avenue should be available to the complainant to approach the next higher authority. The responsible officials at each level alert their next superior official well in time if a grievance is likely to exceed the prescribed time norm. The next higher authority should call for a report to redress escalated grievances.

They can take appropriate action without the complainant having to repeatedly remind or pursue the issue. The table for level of responsibility for Redress must contain the following information as applicable.

| S. No | Type of Grievance | Time line for redress at level of Divisional Heads | Time line for redress At the level of Bureau Heads |
|--------------|--------------------------|--|---|
| 1. | Charter related | Three weeks | One Week |
| 2. | Policy related | Initial Response within three working days. Substantive response within six weeks in case the issue is being addressed at present. | Two weeks |
| 3. | Personnel related | Three weeks | One Week |
| 4. | Schemes/Programmes | One Week | One Week |

| | | | |
|----|-------------------|--|---------------------------------|
| | related | | |
| 5. | Vigilance related | Initial Response within three working days | Final reply within three months |

Analysis and Prevention

Grievances are viewed as free inputs to understand the expectations of service recipients better and initiate systemic reforms to meet those expectations. All Bureaus therefore must analyze why they are receiving particular types of grievances more frequently than others. Such grievance prone areas need to be identified and analyzed for bringing about necessary changes proactively.

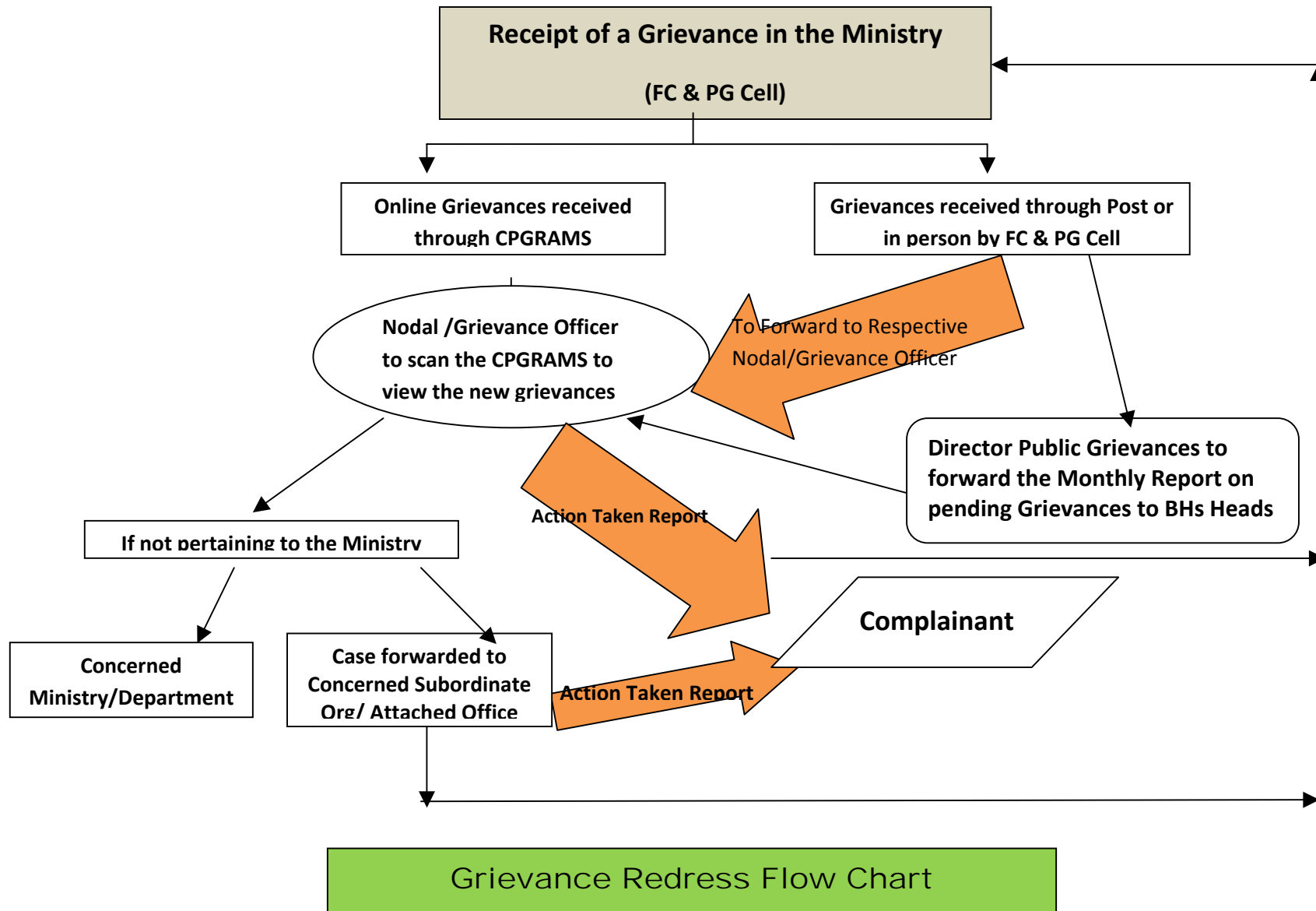
A format for root cause analysis of grievance prone areas is as follows:

| S. No. | Date and description of Grievance | Grievance prone areas identified | Root cause Identified | Action Required to Improve System | Planned date and Authority Responsible for Taking Action | Action Taken date |
|--------|-----------------------------------|----------------------------------|-----------------------|-----------------------------------|--|-------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

Director of Public Grievances will submit a Quarterly Report in this regard with suggestions for modification in policy initiatives, delivery system, organizational structure etc for the consideration/directions of Secretary and Minister (SJ&E)

Periodic Review

Director of Public Grievances will put a system in place to call for monthly reports on grievance redress from all the Bureau Heads as well as from other Responsibility centers (Statutory Bodies/Autonomous and Subordinate Organizations). The report should contain information regarding the status of unaddressed/unresolved grievances. The Director of Public Grievances also to review the grievances pending at his own level and with the Responsibility centers periodically.



Appendix-II

Bureau-wise Classification of the Grievances

| S. No. | Criteria | SCD Bureau (1) | | BCD Bureau (2) | | Disability Bureau (3) | | SD Bureau (4) | | PREM & Coordination (5) | |
|--------|----------------------|----------------|--|----------------|--|-----------------------|--|---------------|--|-------------------------|--|
| | | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category |
| I | Charter related (01) | 0111 | Non-Compliance of Service Standards | 0121 | Non-Compliance of Service Standards | 0131 | Non-Compliance of Service Standards | 0141 | Non-Compliance of Service Standards | 0151 | Non-Compliance of Service Standards relating to redressal of Public Grievances |
| | | 0112 | Non-response from Responsibility Centres and Subordinate Organizations | 0122 | Non-response from Responsibility Centres and Subordinate Organizations | 0132 | Non-response from Responsibility Centres and Subordinate Organizations | 0142 | Non-response from Responsibility Centres and Subordinate Organizations | | - |

| S. No. | Criteria | SCD Bureau (1) | | BCD Bureau (2) | | Disability Bureau (3) | | SD Bureau (4) | | PREM & Coordination (5) | |
|--------|---------------------------------|----------------|--|----------------|--|-----------------------|--|---------------|---|-------------------------|--|
| | | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category |
| II | Policy/Legislation related (02) | 0211 | Non-earmarking/ spending of sufficient funds under SCSP in proportion to SC population as per Planning Commission norms. | 0221 | Inclusion/ exclusion / amendment in the Central list of OBCs. | 0231 | Provisions/ implementation of the National Trust Act | 0241 | Matters relating to National Policy on Older Persons, 1999. | 0251 | Policy matters relating to releasing grant-in-aid to NGOs |
| | | 0212 | Inadequate Subsidy component under SCA to SCSP | 0222 | Creamy layer for OBSs. | 0232 | Provisions/ implementation of the PwD Act | 0242 | Matters relating to Maintenance and Welfare of Parents and Senior Citizens Act, 2007. | 0252 | Identification of priority Areas for Evaluation Studies |
| | | 0213 | Revision of Scholarship Schemes. | 0223 | Central issues related to de-notified, nomadic and semi-nomadic tribes. | 0233 | Provisions/ implementation of the RCI Act | 0243 | Matters relating to Policy on Prevention of Alcoholism and Substance (Drugs) Abuse | | Issues relating to the Norms for conducting the Research Studies |
| | | 0214 | Revision of Rates of honorarium/ etc under the "Scheme of GIA to Voluntary Organizations working for SCs". | 0224 | Social disadvantage of OBC people. | 0234 | National policy for Persons with Disabilities, 2006 | 0244 | Issues relating to Beggary | | Allocation of funds to the Ministry |
| | | 0215 | Amendments to the PCR Act, 1955 | 0225 | Non receipt of admissible benefits for OBC. | 0235 | Issues relating to UNCRPD | 0245 | Policy Issues relating to Vayoshrestha Samman | | System for Monitoring the Schemes |
| | | 0216 | Amendments to the PoA Act, 1989/PoA Rules 1995. | 0226 | Non-receipt or denial of admissible benefits to persons belonging to de- | 0236 | Issue of Disability Certificates | 0246 | Trends and Pattern of Drug Abuse | | Issues relating to Gender Budgeting |

| S. No. | Criteria | SCD Bureau (1) | | BCD Bureau (2) | | Disability Bureau (3) | | SD Bureau (4) | | PREM & Coordination (5) | |
|--------|------------------------|----------------|--|----------------|--|-----------------------|---|---------------|--|-------------------------|---|
| | | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category |
| | | 0217 | Modification in the list of SCs & Presidential orders. | | notified, nomadic and semi-nomadic tribes | 0237 | Revision of Schemes of Disability Sector | 0247 | Issues relating to Drug Abuse Monitoring System | | Formulation of Annual Plan and Five Year Plan of the Ministry |
| | | 0218 | Sub-Categorization of SCs. | | | 0238 | Issues relating to accessibility for PwDs to Buildings, websites etc. | | - | | |
| | | 0219 | Reservation in Pvt. Sector for SCs. | | | 0239 | Policy Issues relating to National Institutes | | - | | |
| | | 0220 | Preferential policies for SCs in Govt. purchases. | | | 02310 | Policy Issues relating to setting up of new CRCs/DDRCs | | - | | |
| | | | | | | 02311 | Policy Issues relating to Disability Awards | | - | | |
| | | | | | | | | | | | |
| II | Personnel related (03) | 0311 | Amendments of RRs/Pay Scales of the personnel of Joint Cadre. | 0321 | Matters relating to personnel of National Commission of Backward Classes | 0331 | Matters relating to personnel of National Institutes | 0341 | Matters relating to Administrative issues of NISD officials/ staff | 0351 | - |
| | | 0312 | Matters relating to Administrative issues of personnel of Commissions and Corporations working for SCs and Safai Karamcharis | 0322 | Matters relating to personnel of National Backward Classes Finance and Development Corporation | 0332 | Matters relating to personnel of NHFDC and ALIMCO | 0342 | | 0352 | - |
| III | Schemes/Programmes | 0411 | Issues relating to | 0421 | Issues relating to | 0431 | Issues relating to | 0441 | Issues relating to | 0451 | - |

| S. No. | Criteria | SCD Bureau (1) | | BCD Bureau (2) | | Disability Bureau (3) | | SD Bureau (4) | | PREM & Coordination (5) | |
|--------|------------------------|----------------|--|----------------|---|-----------------------|--|---------------|--|-------------------------|--------------------|
| | | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category | Code | Grievance Category |
| | Related (04) | | Implementation of Schemes/Programmes of the Ministry for the Welfare and Development of SCs | | Implementation of Schemes/Programmes of the Ministry for the Welfare and Development of OBCs | | Implementation of Schemes/Programmes of the Ministry for the Welfare and Development of | | Implementation of Schemes/Programmes of the Ministry for the Welfare Sr Citizens and Victims of Drug Abuse | | |
| V | Vigilance related (05) | 0511 | Issues relating to administrative/ vigilance inquiries in the working of Commissions/ NGOs/Subordinate Organizations etc | 0521 | Issues relating to administrative/ vigilance inquiries in the working of NCBC/ NBCFDC/NGOs/ Subordinate Organizations etc | 0531 | Issues relating to administrative/ vigilance inquiries in the working of NIs, NHFDC, ALIMCO and other Organizations working in disability sector | 0541 | | 0551 | - |