

No.K-11017/5/2010-PG
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th floor, Sardar Patel Bhavan,
New Delhi, Dated 12nd November, 2010

OFFICE MEMORANDUM

Subject: Instructions regarding Sevottam Compliant Grievance Redress Mechanism under Results Framework Document, 2010-11

The Department of AR & PG in collaboration with Performance Management Division of Cabinet Secretariat had organized 4 workshops on Sevottam Compliant Citizens'/Clients' Charters (CCC) & Sevottam Compliant Grievances Redress Mechanism (GRM) during August-September 2010 wherein officers of the level of JS/Director of all the 62 ministries/departments included in Result Framework Document (RFD) had participated. In the RFD, Sevottam Compliant Citizens'/Clients' Charters, as well as, Sevottam Compliant Grievance Redress Mechanism have been made mandatory.

2. Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was launched in June, 2007 and now extends to all the GOI Ministries / Departments. Some departments/ministries have also extended this facility to their subordinate/attached offices. It is a web based portal and any citizen can lodge any grievance to this system from anywhere and any time directly to the concerned Department. The system is maintained by NIC and coordination/monitoring/review work is done by DARPG. Recently, an updated version of CPGRAMS was launched on 27th September, 2010 which has made the system better, as well as, users can also give their feed back on the system.

3. Grievance Redress is a decentralized mechanism and grievances received by departments are being redressed through various mechanisms. Some are still manual, some computerized or part computerized and some have developed dedicated networks through web or intranet. It is department's responsibility to promptly acknowledge grievances pertaining

Contd...2/-

7/11
ISSUED

to them and redress it satisfactorily within a time bound manner. I would like to draw your attention to Para 122 of CSMOP (current 2003 edition) which lays down detailed steps for handling a public/staff grievance. Some important provisions of this Para are reproduced below:

(a) Each grievance/petition will be acknowledged within 15 days. Even if no action is warranted on a petition, a reply intimating the stand of the organization must be sent to the petitioner

(b) Time limits will be fixed for disposal of various types of public/staff grievances which are handled in the department with due regard to the minimum time needed for each type, through departmental instructions.

(c) While sending replies communicating final decision rejecting a grievance petition, the reasons or the rules under which it had been rejected will be communicated to the petitioner along with details of the Appellate Authority wherever applicable.

(d) All public grievances received directly or through MPs/VIPs/Directorate of Public Grievances (Cabinet Secretariat)/Department of AR & PG/e-mail etc. will be registered and processed in the computerized Public Grievances Redress and Monitoring System. Action to acknowledge and dispose all the grievances according to time norms fixed will be taken. Acknowledgement will contain registration number of grievances.

(e) The progress and final disposal of the grievance will be communicated in the CPGRAMS so that the petitioner can access the information through internet.

4. Recently an updated compilation of guidelines for redress of public grievances was issued by DARPG dated 3rd August, 2010, which can be accessed at www.pgportal.gov.in and <http://darpg.nic.in>. In this regard attention is drawn to OM dated 22.5.2006, which specifically mentions that a grievance should be acknowledged immediately and at the most within 3 days of the receipt of the grievance. A grievance should be redressed within a period of a maximum of 2 months of its receipt.

Contd...3/-

If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent (copy enclosed). Thus, it is requested that above mentioned latest provisions may kindly be adhered to, which would also be incorporated in the latest edition of CSMOP, currently under publication.

5. During the Workshops, it was decided that performance under CPGRAMS would only be used to evaluate the performance of departments under the mandatory part of RFD and it would contain following features:

(i) All Ministries/Departments would implement CPGRAMS fully and extend it to all their attached/subordinate offices/field units, PSUs and autonomous organizations by 31.12.2010. A link of CPGRAMS would be provided on Ministries/Departments websites.

(ii) Disposal rate of grievances/complaints user feedback and quality of disposal under CPGRAMS would be used to evaluate GRM module under RFD by independent outside experts before March end, 2011.

6. It is requested that necessary action taken on the above mentioned points and progress made may please be intimated to the undersigned.

12/11/10
(P.K.Jha)
Joint Secretary to Government of India
Tel: 23360331

To

1. All Secretaries of Ministries/Department Govt. of India (As per List)
2. Copy to Secretary, Performance Division, Cabinet Secretariat, Janpath Hotel, Kasturba Gandhi Marg, New Delhi.