

Creation of Sevottam Complaint System to Redress and Monitor Public Grievances in the Public Grievances Cell of the Ministry.

To deliver responsive and expeditious redressal of grievances received from citizens, the following system is put in place :-

1. A full-fledged Sevottam Complaint PG Cell has been constituted and functioning in the Ministry with adequate staff support for redressal of public/staff grievances as per guidelines of Department of Administrative Reforms & Public Grievances.
2. The grievances received are properly recorded, registered and acknowledged.
3. A dedicated E-mail address at directorgrievanceud@gmail.com is functioning for receipt of grievance petitions from the public in electronic medium. These are acknowledged personally by Director of Public Grievances by e-mail and hard copies are sent to PG Cell for further action.
4. The grievances received by post and e-mail are forwarded within three working days to the concerned department/organization for action in a time bound manner.
5. Disposal of grievances is followed up by sending reminders at various levels viz. SO, US, Dir.(PG) and JS(Admn) at regular intervals.
6. Review meetings are held from time to time at the level of Dir. (PG), JS(A) and also Secretary(UD) to review long pending grievances and reduce pendency.
7. Review meetings for redressal of public grievance cases organized by DPG, DOPPW & DARPG are attended by the PG official of M/o UD.
8. Specific directions are issued by the Ministry from time to time to the concerned Departments/Offices for strict compliance/adherence of the time limit prescribed for redressal of grievances.
9. A link of CPGRAMS portal has been provided in the website of the Ministry to help the public to lodge any complaint/grievance against this Ministry and also attached/subordinate offices under the Ministry.
10. Every Wednesday from 10 AM to 1 PM is fixed for public hearing by the concerned Divisional Heads/HODs/Desk Officers of the Ministry. Wednesday has been declared as a meetingless day.

