

GOVERNMENT ORDER

DEPARTMENT OF GRIEVANCES AND PENSION – GRIEVANCE REDRESSAL

The aim of this Government Order is to define the process of service delivery for grievance redressal. The process followed will be as below –

1. Process for Registering service request for Grievance Redressal:

Any request related to grievance redressal can be accepted at the Suwidha centers or Gram Suwidha Kendra's (GSK). Any citizen having grievance can approach Suwidha Center or any other arrangement made by Government for accepting the request. Gram Suwidha Kendras (GSKs) are being established under (CSC) scheme of Government of India. Under this scheme, Gram Suwidha Kendra (GSK) (2112 Nos) under NeGP will be set up in state of Punjab out of which 1800+ are already operational. The applicant has option to submit a service request through any of the below mentioned procedure:

1.1 Procedure of registration and redressal of Grievance through Suwidha centers (114 Suwidha Centers) / Gram Suwidha Kendra

Request for grievance redressal from citizen shall be acceptable in electronic form through any of the Suwidha center/GSK. These facilities are free of cost. The systematic procedure for applying at Suwidha center /GSK will be as follows:

- 1.1.1 The Applicant will submit his request for Grievance redressal to the Suwidha operator/ GSK by providing him required details along with required supporting documents.
- 1.1.2 The Suwidha Operator shall check whether it is Grievance or a demand as per the checklist provided to the Suwidha Operator. Only the Grievance will be processed further.
- 1.1.3 The Applicant will have to prove his identity to the Operator using any government issued ID Proof as notified by the respective District Administration.
- 1.1.4 The Suwidha operator/ GSK will login into the e-District Application using his User ID, Password and/or any other secure authentication notified by the Government.
- 1.1.5 The Suwidha operator/ GSK after receiving the request will fill up the details provided by the Applicant in e-District screen form. Application screen form will be bilingual.
- 1.1.6 The Suwidha operator/ GSK shall scan the required supporting documents provided by the Applicant and attach the same with the screen form.
- 1.1.7 The Suwidha Operator will read and explain the details to the applicant & if found correct will sign it manually or put his/her thumb impression.(For male left thumb impression and for female right thumb impression).Applicant will then pay the specified government fees and facilitation charges (as notified by the Government) in cash to the Suwidha Operator/ GSK.
- 1.1.8 The Suwidha operator/ GSK shall then print the Acknowledgement receipt, carrying unique acknowledgement number, generated automatically by the e-District Application, signs it and hand it over to the Applicant. Format of the acknowledgement receipt is enclosed.
- 1.1.9 This unique acknowledgement number generated centrally is to be quoted by the applicant for any future reference regarding his service request.
- 1.1.10 The Suwidha operator/ GSK shall then prepare application case file, containing the grievance letter and supporting documents submitted by applicant & shall dispatch / deliver, next working day to the Grievance Branch of DC office. The Grievance Branch of DC office shall receive the application case files and gives the receipt to the Suwidha Operator/GSK.

- 1.1.11 These application case files shall be made available to the Head of the office at district level of concerned Department as and when required and otherwise should be securely stored in the Grievance Branch of DC office. In future, the office of AC(G) may discontinue the preparation of physical record file at Suwidha Centers/GSK.
- 1.1.12 Approving authority of grievance as notified by the Deputy Commissioner shall process the grievance.
- 1.1.12.1 Departments covered under e-District project will receive the grievance electronically through e-District Application. List of departments comes under e-District project is attached at Annexure –A.
- 1.1.12.2 Departments which are not covered under e-District project will receive the grievance manually.
- 1.1.13 Applicant shall visit the Suwidha Center/GSK to receive the copy of Action taken report of his grievance.
- 1.1.14 The option of registration of the grievance directly in PB-PGRAMS as manual entry, may be exercised alternatively.

1.2 Procedure for registration of application received other than Suwidha center/GSK

- 1.2.1 Any grievance application being filed with the Deputy Commissioner office will be sent to the respective Suwidha Center for entering details in e-District application.
- 1.2.2 The Suwidha operator will login into the e-District Application using his User ID, Password and/or any other secure authentication notified by the Government.
- 1.2.3 The Suwidha operator after receiving the grievance will fill up the details provided by the Applicant in e-District screen form. Application screen form will be bilingual.
- 1.2.4 The Suwidha operator shall scan the required supporting documents provided by the Applicant as notified by the District Administration and attach the same with the screen form.
- 1.2.5 The Suwidha operator submits the application and generates the unique acknowledgement number generated centrally.
- 1.2.6 The Suwidha operator shall then prepare application case file, containing the grievance letter and supporting documents submitted by applicant & shall dispatch/ deliver, next working day to the Grievance Branch of DC office.

1.3 Procedure for registration and redressal of Grievance through PB-PGRAMS

- 1.3.1 The citizen will use the Citizen interface of the PB-PGRAMS portal of Punjab for lodging the complaint online. Citizen can lodge complaint with CM Office, Dy. CM Office, CS Office, PGR Office, Administrative Secretaries of all departments and/or all DC offices using the portal from anywhere.
- 1.3.2 The concerned department will logon to the PB-PGRAMS portal using username and password. The list of new grievances will be displayed to the officer. After opening the grievance, the officer will take action on grievance (e.g. Forwarding the grievance / Examine at his level / No action required). On taking any action, the acknowledgement letter will be available to citizen in the “View Action Status” on home page of the portal.
- 1.3.3 If the action taken is forwarding of the complaint to another office, the office will select the forwarding comment and forward the complaint to the concerned sub-ordinate office/any other office to which the complaint may belong online. No physical movement of file shall be required.

- 1.3.4 Now the concerned sub-ordinate office will logon to the PB-PGRAMS portal by giving the username and password of the office. The list of new grievances will be displayed to the officer. After opening the grievance, the officer will take action on grievance (e.g.;. Examine at his level / Return to Source). On selecting the “examine at his Level” , he will take one of the following action: (a) Interim reply to complainant (b) Clarification / supplement information sought from the complainant/Send Action Taken Report) on the Grievance. On choosing “Send action Taken Report” option, he can enter the ATR in textual form or upload the ATR document.
- 1.3.5 When final action has been taken by the concerned office where the complaint finally forwarded, the original recipient department will log on to the portal and select the option “Action taken reports Received”. On choosing this option, he can see the action taken by the sub-ordinate office. After satisfying himself, he can now dispose of the grievance.
- 1.3.6 Final reply will be available to the complainant on the home page under the option “View Action Status”.

Alternatively grievance received through post or by hand can be entered on to the PB-PGRAMS portal manually by the concerned department.

1.4 Procedure for registration and redressal of Grievance through IWDMS

- 1.4.1 IWDMS will only handle grievances received in Secretariat Branches. The physical letters received in secretariat will be digitized and DAK inward of the same will be done in IWDMS system. The receipt will be generated on registering grievance through IWDMS.
- 1.4.2 The clerk will inward the DAK and it will follow the hierarchy of the department. PB-PGRAMS database will be updated with the unique number assigned to DAK related to grievance and other relevant details as required.
- 1.4.3 Following status of Grievance will be maintained for requests handled in Secretariat:
- 1.4.3.1 Grievance within Secretariat
 - 1.4.3.2 Grievance with Field Officer
 - 1.4.3.3 Grievance Closed
- 1.4.4 The option of registration of the grievance directly in PB-PGRAMS as manual entry, may be exercised alternatively.

2. Supporting Documents

The grievance which the applicant tries to get redressed may require certain documents to be attached. For example Copy of the Electricity bill is to be attached if the grievance is related to the Electricity department.

3. Integration of e-District, PB-PGRAMS and IWDMS

Once the grievance is registered by the applicant through e-District application, e-District application undertakes following actions:

1. When grievance is registered at e-District application, the same will be electronically updated on PB-PGRAMS immediately.
2. When the grievance is forwarded to the concerned department, again it will be updated onto PB-PGRAMS.

3. Finally when the grievance is redressed/returned from the department to DC Office, PB-PGRAMS would be updated electronically by e-District application.

If the grievance is registered in IWDMS, IWDMS undertakes following actions:

1. When grievance is registered at IWDMS, PB-PGRAMS would be updated electronically by IWDMS application at 10:00 AM, 2:00 PM and 6:00 PM daily.
2. When the grievance is forwarded to the concerned department, PB-PGRAMS would be updated electronically by IWDMS application.

4. Service Level for Grievance Redressal

Deputy Commissioner will notify the priority of the grievance. The priority grievances as notified by Deputy Commissioner will be processed within 24 hours, otherwise below mentioned service level will follow.

Service Levels for Grievance Redressal through e-District

S. No.	Activities	Time required	Service Level (from date of service request)
1.	Filing of grievance	1Day	Day 0
2.	Generation of acknowledgement receipt		1st day
3.	Grievance branch sent the grievance to the concerned department.	2 days	3 rd day
4.	Concerned department does redressal of grievance and prepares Action Taken Report (ATR)	3 days	6 th day
5.	Concerned department sent ATR to Grievance branch	2 days	8 th day
6.	Approving authority as notified by the DC reviews the ATR	1 day	9 th day

5. MIS format for monitoring Grievance Redressal

MIS format as per the requirement of Deputy Commissioner/ Grievance department may be generated through eDistrict application, IWDMS and PB-PGRAMS.

6. Escalation Matrix

Deputy Commissioner will notify the Escalation matrix for grievance.

Annexure- A

List of departments covered under e-District Project

S.No	Department Name
1.	Personnel Department
2.	Welfare SC/BC Department
3.	Social Security Department
4.	Department of Health
5.	Department of Agriculture
6.	Department of Food and Civil Supplies
7.	Department of Home
8.	Department of Revenue
9.	Department of Rural Development and Panchayat
10.	Department of Governance Reforms
11.	Department of Grievances and Pension