

Guidelines for Grievance Redressal Mechanism under AACP

Appointment of Grievance Redressal Officer:

- The Departments under AACP shall nominate an officer as ‘Grievance Redressal Officer’ (**GRO**) to deal with all matters relating to public grievances/ complaints in their offices, both at District and State level. The list of offices where GROs has to be designated is enclosed as **Annexure -A**.
- Every office should display at a prominent place/ notice board the name of GRO with location of their rooms, Contact numbers and address along with the specific visiting hours for hearing / receiving the grievance/complaints of the public (**Annexure-B**)
- Locked **Complaint box** should be placed at the reception of every office.

Grievance/Complaint Submission:

- Every grievance/ Complaint must be submitted in writing by post or in person to the Grievance Redressal officer stating:
 - The name of the individual or organization, address and telephone number (if any) of the complainant.
 - the name of the office and official of the Department against whom the complaint is made
 - A brief description of the matter which is the source of the grievance, including copies of any relevant and supporting documents.
 - Specific references to any alleged violation of procedure, discrimination in beneficiary selection, quality of works, fund utilisation etc., if known.
 - Relief sought
- Grievances may also be submitted in the Complaint Box kept at reception of every office. The Complaint Box should be opened on daily basis by the GRO.
- A complaint made through electronic means (e-mail, fax) should also be accepted and reply, if requested, should be sent through e-mail also. The complaints may also be send to the e-mail address of the GRO of PCU, ARIAS Society i.e., gro@arias.in or may be submitted at webpage <http://www.arias.in/postquery.htm>
- The Grievances column and complaints of the newspaper should be regularly examined by each Department to pick up complaints which relate to it and *suo motto* act upon it in a time bound manner. Rejoinders to be issued to newspapers after investigation, in cases which are found to be baseless and/or damaging to the image of the Department.

Grievance Redressal Procedure:

- Every application received should be tagged with an reference number in the format **Department/ District (Division)/ Year/ serial number**

Example: **PWD/ KMP/2009/ 22** which means 22nd grievance in the Public works Department of Kamrup district received in 2009. **KMP** be replaced with **PIU**, if the complaint is received at State Level office of the department. The grievance number should be continuous for the whole year.

- Every application or petition should be acknowledged through standard acknowledgement slips which should be dispatched to the complainant **within 3 days** of receipt of complaint or handed over to person at the time of receipt for complaints submitted in person. Every application should carry such a slip for future response indicating the name, designation and telephone number of the official who is processing the case. The time frame in which a reply will be sent should also be indicated.
- The complainant should be quickly informed of the action taken by way of redressal within **thirty** days. Where redressal is likely to take longer, an interim reply should be sent to the complaint within **thirty** days explaining the steps taken and assuring that further necessary action is being taken in the matter.
- A copy of the complaint should be forwarded to the department concerned, if complaint received is related to other department or subordinate office, within **seven days** of receipt of complaint under intimation to the complainant.
- The Grievance Redressal Officer should keep a record of all complaints received and action taken till disposal. A record of complaints received and disposed off every month should be reported to the Project Coordination Unit (PCU), AACCP, ARIAS Society, G.S. Road, Khanapara, Guwahati-22. The format for the Grievance Record is enclosed as **Annexure-C**.
- A reply to any grievance must cover all points raised and not address the grievance partially. If there is any follow-up action, it must be pursued.
- No grievance is to be rejected without having been independently examined. At a minimum, this means that an officer superior, to the one who delayed taking the original decision or took the original decision that is cause for grievance, should actually examine the case as well as the reply, intended to be sent to the complainant. If

a complaint is rejected, the reasons for such rejection must be made explicit and should be intimated to the complainant with in the time frame.

- The Complaints related to PCU will be dealt directly by the GRO of the PCU and redressal will be done as per fixed time frame.
- The Complaints received directly by the PCU relating to departments under AACCP will be transferred to the concerned department for appropriate action and time frame for disposal is as similar to that of other cases.

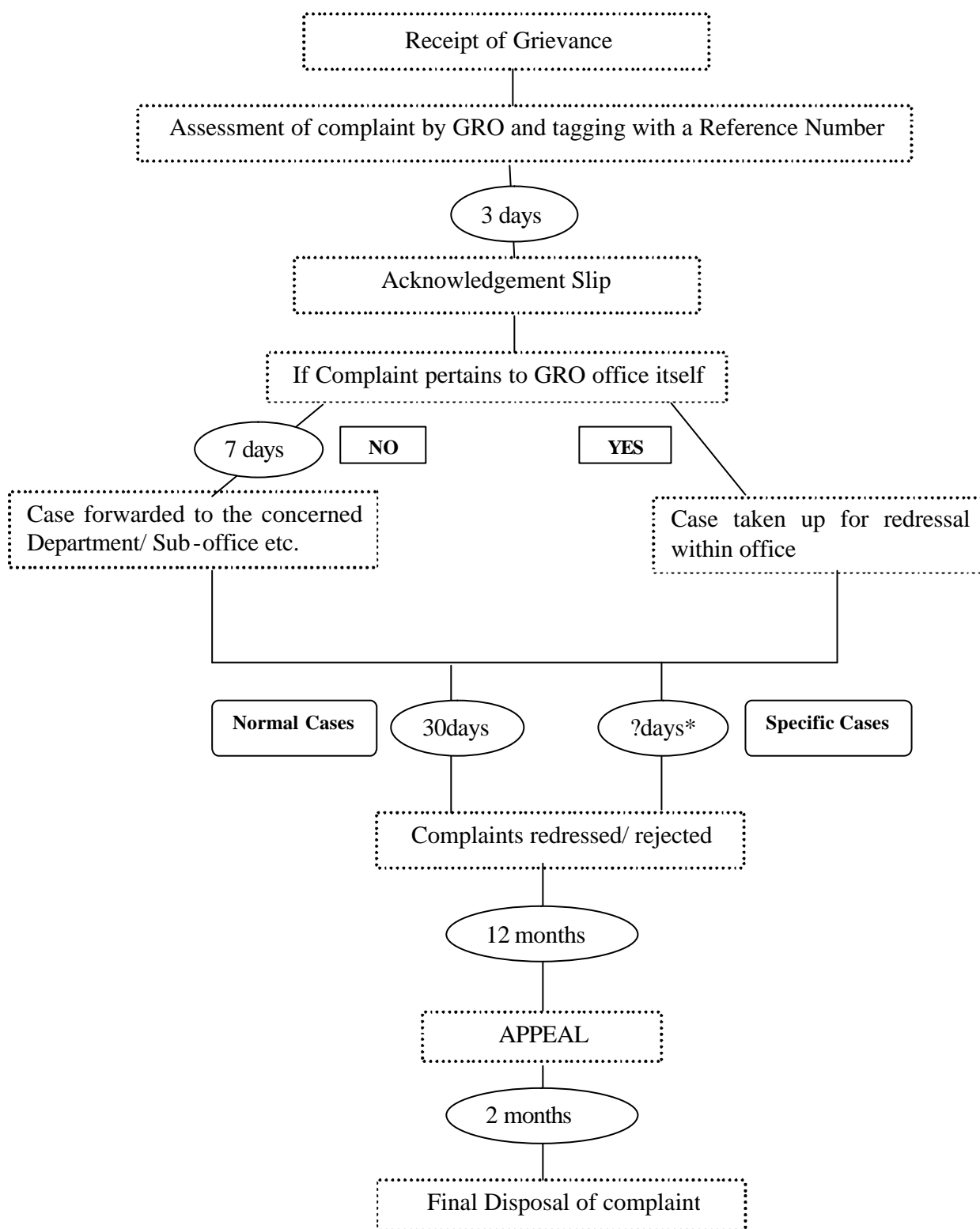
Appealing Authority:

- The GRO at the state level office of the Departments will be the Appellate Authority, if the complainant is not satisfied with the final response of the GRO of the line departments at District level or if the complainant feels that the GRO has delayed in addressing the consumer’s grievance beyond **three months** or Complaint is rejected.
- The GRO at PCU, AACCP will be the Apex Appellate Authority, if the complainant is not satisfied with the final response of the GRO of the line departments (both at State & District level) or if the complainant feels that the GRO has delayed in addressing the consumer’s grievance beyond **six months** or if the Complaint is rejected.
- In case of complaints related to PCU, State Project Director (AACCP) will be the Appealing Authority.

Response Time for Complaints:

Deliverables	From the date of receipt of complaint
Acknowledgement slips /letter	Within 3 days
Complaint redressal	Within 30 days
a) Normal redressal	Within 30 days
b) Specific cases where redressal may take longer	Time to be intimated to the complainant and interim reply to be given with in 30 days
Transfer of complaint	Within 7 days
Rejection of complaint	Within 30 days
Appeal by complainant	Within 12 months
Disposal of Appeal	Within 2 months

Flowchart of Grievance Redressal Mechanism



Note:* Where redressal is likely to take longer, an interim reply should be sent within 30 days to the complaint explaining the steps taken and specifying the time period for final disposal.