

Public Grievance Redressal

Introductory Note

This questionnaire is being circulated as part of the Consultancy assignment undertaken by the Indian Institute of Public Administration for the Department of Administrative Reforms and Public Grievances. The assignment is aimed at improving the public grievance redress mechanisms. Kindly address the questions below and provide valuable inputs for the study. Thank You. Please Proceed

Kindly mention:

Your Name:.....

Designation:.....

Organisation.....

Questionnaire

1. Please pick the most common means adopted by people to send in their grievances from amongst the choices offered below. Kindly rank them in the descending order of importance, such as, 1 for most used ... 7 for least used:

1. Through formal In person contact on fixed days or fixed locations
 2. Through informal personal contact
 3. Through e-mails addressed to the website of the Ministry/Department
 4. Through e-mails addressed to the e-mail ID of the Contact Officer or Public Grievances Cell
 5. Through post, addressed to the Contact Officer or the Public Grievances Cell
 6. Public Criticism through newspapers
 7. Jan Sunvairs
 8. Suggestion boxes/ Grievance Boxes
 9. Any
- Other.....
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2. What is the grievance redressal machinery in your ministry/department? Kindly provide details (both structural/functional-give the process as well as the level and who it reports to)

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3. Whether grievances received by mail or in person are diarised centrally?

- 1. Yes
- 2. No

4. If yes, whether they are diarised:

- 1. Manually, through register, or
- 2. Through computer

5. Is the present arrangement for receiving and processing grievances satisfactory, or are innovations being worked out?

- 1. The Present arrangement is satisfactory to redress citizen grievances
- 2. Help lines are being introduced
- 3. Call centers are being set up
- 4. If Any
other.....

6. Kindly provide the details regarding the innovations that are being are being worked out currently to receive and process grievances from citizens.

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7. Is there a definite trend discernible in the nature of grievances you are receiving now as compared to earlier?

- 1. Yes
- 2. No

8. Is it?

- 1. Increasing (number of grievances
- 2. Deceasing number of Grievances
- 3. Different nature of grievances

Please explain further providing relevant input.....

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9. What do you think accounts for the increasing trend (if discerned so)? (Specific to your organization)

1. Increased pressure of demand on services
2. Increasing citizen awareness about their rights
3. Less personnel to handle vital tasks
4. Complex rules that inhibit outcomes
5. New policies/ decisions

Kindly give reasons in support of your answer (also use space provided below if decreasing or different nature of grievances picked)

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10. Are you using the PGRAM software that has been developed by the Department of Administrative Reforms and Public Grievances for receiving public grievances online?

1. Yes
2. No

11. If no is it because (more than one option could be picked):

1. Staff are not trained to handle PGRAM
2. It would lead to a surfeit of complaints, which it would not be possible to handle
3. There is no systemic arrangement in place to process grievances thus received
4. People don't send meaningful inquiries so there is little incentive to use the software
5. Software itself is not user friendly
6. Since DAR and PG can eavesdrop on complaints it would create needless complications for us
7. Just because no thought has been give to the exercise, **OR**
8. Plain lack of awareness on the part of people, which is the actual disincentive for utilizing the exercise

12. Kindly list the constraint(s) in institutionalizing the exercise

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13. Would you like to suggest some changes in the PGRAM system?
- 1. Yes
 - 2. No

If yes, kindly put forth the suggestions in the space provided below:

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14. Is there an attempt to classify communications received in your organisation into grievances, requests, suggestions, allegations and matters requiring legal redress etc?
- 1. Yes
 - 2. No

Kindly specify criterion for classification used in your organization.....
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15. Is the above classification attempted regarding grievances received from the *general public* and those received from *professional associations* who are your clients?
- 1. Yes
 - 2. No

16. Is there a time limit for sending acknowledgement to the grievance maker?
- 1. Yes
 - 2. No

17. If there is such a time limit for sending acknowledgment, what is it?
- 1. 2 working days
 - 2. 3 working days
 - 3. 4 working days
 - 4. 5 working days
 - 5. More than 5 working days

18. Does the acknowledgement indicate the number of days in which the grievance would be addressed and contact points for follow up?

- 1. Yes
- 2. No

19. Would you favor such an arrangement in place for the future?

- 1. Yes
- 2. No

Please give

reasons.....
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20. Has time limit been fixed for giving a reply to the grievance maker that his grievance has been accepted or rejected?

- 1. Yes
- 2. No

21. If there is a time limit to give a reply to the grievance maker regarding acceptance or rejection of his grievance, what is it?

- 1. 3 Months
- 2. 4 Months
- 3. 5 Months
- 4. More than 5 Months.

22. Is the reply time stated strictly followed?

- 1. Yes
- 2. No

23. At what stage is the grievance finally disposed of?

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24. If the grievance maker is informed that his grievance has been accepted, is he also informed that acceptance of his grievance has led to any change in procedure, services/schemes or any other matter? In short is he informed of the action taken in view of his grievance?

- 1. Yes

2. No

25. If the grievance maker is informed that his grievance has been rejected, is he also informed of the reasons for rejection? In short, is he informed of the grounds on which his grievance was found unacceptable?

- 1. Yes
- 2. No

26. In case there is a provision of direct public interface in your organization like jan sunvais and lok adalats, kindly provide the following information related to these:

a) How many were held over the past year?.....

- 1. Yes
- 2. No

b) Who were involved from the official side.....
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c) Who else were invited.....
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d) Specific themes and client groups focussed on.....
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27. Also, kindly provide information regarding the issues heard and redressed in last such meeting.
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28. Kindly state the periodicity of such exercises.....

29. Does your organization prepare any annual report on grievances?

- 1. Yes
- 2. No
- 3. No, but a chapter is included in the Annual Report of the organisation

30. To whom is the Report submitted?

- 1. Is an internal process
- 2. Submitted to.....

31. Is the Report published?

- 1. Yes
- 2. No

32. Are there collective reviews to gain insight into the nature of complaints being received and how to prevent them in the future?

- 1. Yes
- 2. No

Provide

Details.....
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33. Is there any Committee or some other institutional mechanism for such an exercise?

- 1. Yes
- 2. No

34. If Yes, Please

Specify.....
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35. Are there meetings at regular intervals to analyse such reviews?

- 1. Yes
- 2. No

36. If yes, at which level in the organization are these reviews undertaken

Kindly specify.....

37. Kindly highlight the most grievance prone subjects in your organization? (Please give specific details also, such as what laws/procedure and what changes are being demanded):

- 1. Laws
- 2. Procedure
- 3. Attitude of Officials
- 4. Any Other.....
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...For
details.....
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38. Based on the understanding have any preventive measures been undertaken for future rectification? Please provide details
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39. If such exercises are not done Kindly specify the constraints involved:
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40. Is there an officer designated in your organisation to pick up grievances from newspaper columns?

1. Yes
2. No
3. Is there a separate cell with staff devoted and set up for the purpose?

41. Give any three examples of some recent action taken on grievances received in this way.

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42. If such an arrangement has not been provided for, kindly list the constraints in this regard:

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

43. Is there an institutional arrangement in place for examining the on-going efforts of your organisation in the area of improving public interface and suggesting improvements, such as *A Social Audit Panel* or any other?

Kindly Specify.....
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44. If such an arrangement has been provided for kindly mention important recommendations made by it that have been put into practice in the recent past.

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- 2.....
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- 3.....
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45. If not kindly list the constraints involved:

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46. Kindly enlist the publicity measures taken by your organisation to popularize the public grievance redress and other citizen-friendly initiatives taken by your organisations.....

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47. If such an arrangement has not been provided for kindly list the constraints in the exercise.....

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48. Kindly point out the reasons of delay (could pick more than one response) in taking actions required for timely/desired redress of grievances:

1. Redress involves other organisations, which cannot be regulated for the purpose
2. Redress involves legal matters which cannot be tackled by the organization
3. Procedures are inflexible
4. Rules and regulations are archaic
5. Service rules do not provide requisite flexibility for required networking and innovation
6. Inattention to the task

Any other.....
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49. Are pending cases analyzed to detect recurrence?

1. Yes
2. No

By whom
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50. Periodicity of the exercise

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51. Why are these cases pending?

1. Lack of time to address them
2. No attention paid
3. Concern rules that cannot be changed
4. Any

Other.....
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52. Has a separate time schedule been framed for employees to attend to grievance redressal at specific levels?

1. Yes

2. No

53. Is the time schedule adhered to?

- 1. Yes
- 2. No

54. Has any thing been done to fix accountability to ensure adherence to time schedule such as?

- 1. Negative Performance Review
- 2. Official Reprimand
- 3. Any other.....(please specify)

55. Have the employees responsible for review and analyses exercises been identified for the purpose?

- 1. Yes
- 2. No

56. What is the periodicity of such reviews.....

57. Kindly mention the last review that was undertaken and its main outcome(s)

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58. Finally, is grievance reviewing a fruitful exercise, or one that adds to the unsavory burden on officials that deters them from encouraging this aspect of governance, which is being stressed currently?

- 1. Fruitful exercise
- 2. Unsavory burden
- 3. Actually both, but cannot be helped
- 4. Actually both, but could be improved

59. What purpose does it serve?

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60. If this could be improved, kindly mention how? If there are constraints in the present exercise, please mention these?

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II. SUGGESTIONS

61. How does your organization process the *suggestions* received from the people and stakeholders who are your clients? Specify mechanism. Any three recent examples may be cited.

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62. Are service standards communicated and complied with at each level of interaction with the clients?

- Yes
- No

63. Are stakeholder comments and suggestions invited proactively by your organisation for performance improvement?

- Yes
- No

64. Kindly give example of any two such suggestions, which led to performance improvement.....

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65. Is there a discernible trend over the past few years with respect to the quality and quantity of suggestions being received by your organization?

Trend with respect to quantity.....

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Trend with respect to quality.....

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66. What do you think accounts for the trend?

Ans.

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