

Citizen Grievances and Feedback Redressal System:

The project has placed special emphasis on receiving and responding adequately to key grievances by citizens. The grievance redress mechanisms could be activated through physical paper based complaints, and electronically on the web and mobile telephones. The project would support investments to activate effective beneficiary feedback systems, which would automatically elicit feedback through mobile based interaction, after the service gets delivered; additionally, a call center will be established - register, collate and forward any reported grievances to the relevant department for resolution within the stipulated time. Ease of use would be the key driver of these grievances redress mechanisms, so that these could easily be assessed by the tribal people, even from remote areas.

The other important focus of grievance redress mechanism would be on securing systemic change with well laid out procedure and escalation measures to respond and resolve the registered complaints/grievances within an appropriate time period. This would involve assessment of existing department-specific complaints system and their use by tribal people in both Sixth Schedule and non-Schedules areas. The outcome of such analysis will be used to pinpoint specific areas for improving the process of grievance redress mechanism.

Citizens' grievances typically relate to complaints on service unavailability, non-delivery against commitment and malpractices; information on complaints status and their resolution could thus be a key indicator to tracking the status of service access. The RTPS Delivery Unit, both at the State level and in the Autonomous Councils will regularly track resolution of grievances registered by people. The effectiveness would be measured in terms of count and repetitiveness of complaint received, acceptance of anonymous feedback, and time taken for corrective action.

The revamped grievance redress mechanism would be operational within the first year of project execution; would serve as single channel for accepting all grievances related to the access of all services, including the basic public services on access to Health and Education services. This GRM system would also function as the vehicle of receiving probable complaints related to implementation of CCSD project; and the PMU will put in place a transparent process of redressing grievances within a reasonable timeframe. The status of grievance redressed would be disseminated on fortnightly basis; and these would be published on the project website.

Citizen Feedback & Grievances Redressal process flow:

