

# Effective Service Delivery - GRIEVANCE REDRESSAL

An effort to redress....

# Why..

- ▶ 80% of India does not have access to public health facilities. (Dr. Anbumani Ramadoss, Minister for Health and Family Welfare)
- ▶ 47% of Indian children under the age of 5 years are undernourished. (Human Development Report 2005, UNDP)
- ▶ 71% of the children in 15-19 age group have not completed a secondary education, their fundamental right. (National Sample Survey on Education, 1999-00, NSSO)
- ▶ 57% of India does not have access to electricity. (World Development Indicators 2005, World Bank)
- ▶ 70% of India does not have access to a suitable toilet. (National Sample Survey on Housing, 2004, NSSO)
- ▶ 49% of India does not have proper shelter. (National Sample Survey on Housing, 2004, NSSO)
- ▶ 38% of India does not have access to a nearby water source. (National Family Health Survey, 1998-99, IIPS)

# Why the petitions (an insight)

- ▶ No traditional system of redressal mechanism is prevailing at village level.
- ▶ Basic needs are not met.
- ▶ Demonstrative Effect of benefit availed
- ▶ Litigations created by the functionaries., mostly the village level due to ignorance of law and rarely willfully.
- ▶ No justice can meet two ends.
- ▶ Ray of hope in genuine cases.

# Contd...

- ▶ Giving same petitions at all levels and this is leading to pendency at different levels.  
*( Ensuring the reply is reached to the petitioner.)*
- ▶ Entrance of middlemen / pyravikars.
- ▶ Petition mongers and trouble makers.
- ▶ Disposal of petition at one level is root for another at times

## Stake Holders..

- ▶ Students
- ▶ Parents
- ▶ Student Organizations
- ▶ Staff
- ▶ Other Interested Groups
- ▶ Higher-Ups
- ▶ Press & Media

# The Expectations...

- ▶ Prompt Services
- ▶ Fair Services
- ▶ Transperent
- ▶ Accountable
- ▶ Less Efforts

# Sources of registering the grievances

- ▶ In person
- ▶ BY Post
- ▶ Over telephone
- ▶ On internet
- ▶ Telegram
- ▶ Fax
- ▶ Reference

# The process ...

- ▶ Each petition has to be registered in concerned register and the same number is given to the petitioner.
- ▶ The petition has to be forwarded to the concerned with required direction to submit the ATR under intimation to the petitioner.
- ▶ After appropriate reply, either it will be converted in to regular file or will be closed if action is not required.



# How to be Effective...( At personal level )

## Three Principles

- ▶ Availability
- ▶ Accessibility
- ▶ Willingness to work

## How to be effective ( Professional level )

- ▶ Analyzing the common issues.
- ▶ Exploring reasons for Repeating the same issue.
- ▶ Possibility of using technology
- ▶ Identifying the loose link
- ▶ Carrot & Stick Policy
- ▶ Guidance , Direction & Trainings.
- ▶ POSD CORB

## How to be effective ( Professional level )

- ▶ Improvement in Working conditions
- ▶ Office as team – Family
- ▶ In formal approach
- ▶ Sharing responsibility
- ▶ Projecting Results
- ▶ Regular correspondence with head office
- ▶ Spare time for family - Support
- ▶ Ethical Values

## How to be effective....

- ▶ Courtesy towards customers
- ▶ Minimum facilities to feel comfortable
- ▶ Avoiding exchange of words
- ▶ Do not have the right to hurt
- ▶ Careful communication
- ▶ Say no where in the initial stage – Not after enough trouble.
- ▶ Do what ever Possible in one go.

## Best Practice....

- ▶ Petitions are categorised like CMP/Other referral/ Collector special/ Atrocities..etc..and specific time frames will be specified to send the reply.
- ▶ The procedure of reminders can be streamlined like..,
  - ▶ White reminder – 7 days
  - ▶ Yellow reminder- 7 days
  - ▶ Pink reminder - 7 days
  - ▶ If not received calling for the explanation and reporting to the controlling officer.

# Contd.....

- ▶ Reviewing the pendency by officer in the monthly review meetings of the Div. officers
- ▶ It has to be made as a compulsory agenda to review in DRC /20-points review.
- ▶ Monthly meetings are being conducting with divisional / mandal offices supdts with case wise details.
- ▶ Made as a compulsory column in the performance evaluation of Div.officers.

## Contd....

- ▶ Introduction of citizen charter with common time frame.
- ▶ Monthly report on implementation of citizen charter
- ▶ Taking the adverse press clippings for review.
- ▶ Incase of repeated petitions direct interaction with concerned officer to know the reason.



## MAHATMA GANDHI Said..,

A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption on our work. He is the purpose of it. He is not an outsider on our business. He is a part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do"

# Thank you