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GIST OF YOJANA

FEBRUARY 2018

PUBLIC GRIEVANCE REDRESSAL



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YOJANA - FEBRUARY 2018

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1. EFFECTIVE GRIEVANCE REDRRESSAL: HEART OF GOOD GOVERNANCE

Why effective grievance redressal mechanism is needed?

- Good Governance is the key to a Nation's progress and an important step towards it is the simplification of procedures and processes in the Government so as to make the entire system transparent and faster.
- Further the ever expanding provision of Citizen-Centric Online Services is one of the most important aspects of an efficient and effective Public administration system as it leads to transparency and accountability in governance and also fosters equitable growth.
- So in order to provide good governance and to encounter the issues arising from recent change in the governance structures effective grievance redressal mechanism is a must.
- It strengthens the trust between the government and the citizen and it promotes peace and harmony and it is vital for the democracy to sustain and flourish.

What is the public grievance mechanism in India?

- The Government of India has established an internet based Centralized Public Grievances Redress and Monitoring System (CPGRAMS) to facilitate redressal.
- CPGRAMS is a Platform based web technology which aims to enable submission of grievances by the citizens from anywhere, anytime to the Ministries, Departments Organizations.
- DARPG is the policy making, monitoring and coordinating department for the public grievances. Its mandate arises from the Allocation of Business rules 1961.
- Nodal officers for public grievances have been identified in each ministry / department and every Wednesday is earmarked for the grievance redressal purposes and to hear faults and complaints from the citizen's side.

What are the new developments in this regard?

- A new revised more citizen friendly updated version of the CPGRAMS software with additional features like horizontal transfer of grievances among ministries/ departments and



bulk disposal of similar grievances, one time registration, etc are introduced.

- A person can lodge grievance on the PG portal through the common service centre located in his area by paying a nominal fee.
- A Public Grievances Call Centre has also been set up for reminding the Ministries and Departments concerned receiving bulk of the grievances in the Central Government, for expediting action on grievances pending on CPGRAMS for more than two months.
- A mobile app which allows lodging and tracking of public grievances on android based mobiles was launched and it can be downloaded in the PG portal.
- Guidelines have been issued to all the Ministries and Departments of Central Government to ensure that their Citizens' Charter, incorporating list of services, service standards and timelines, are duly uploaded and updated on the respective websites.
- Grievances are now also being monitored by the Hon'ble Prime Minister himself through the online Pro Active Governance and Timely Implementation (PRAGATI), wherein grievances identified for systemic changes are discussed through Video Conferencing with the concerned Secretaries.

- A customized software with local language interface has also been designed for the state governments too called CPGRAMS - States, which provides the person an opportunity to file the complaints in their local language itself.
- The DARPG has instituted this Award Scheme for recognizing meritorious performance by the Ministries/Departments for effective redress/disposal of public grievances received on CPGRAMS.
- Under the Award Scheme, Certificates of Appreciation are awarded to three Ministries/Departments which are found to have done outstanding work during a quarter as per the prescribed criteria.
- Frequent review meetings are being held in the DARPG for monitoring pendency / disposal of public grievances. During 2017, five review meetings were held and 66 central Ministries / Departments have participated in the same.

2. GRIEVANCE REDRESSAL MECHANISM FOR WOMEN

What are the mechanisms available for the redressal of women's grievances?

- At the apex level, there are two designated nodal agencies in the central government for handling the grievances :



- The Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions
- The Directorate of Public Grievances, Cabinet Secretariat.
- Other than the above said mechanisms the grievances are segregated and then processed by the separate departments concerned and also various agencies and legal measures are available to the women to safeguard their interests.

What are the various legislations that allow women to seek redressal?

- Dowry Prohibition Act, 1961
- The Protection of Women from Domestic Violence Act, 2005
- The Prohibition of Child Marriage Act, 2006
- The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

What are the other initiatives took by GOI to protect and safeguard the interest of women?

- In January 1992, the Government set-up **National Commission for Women** with a specific mandate to study and monitor all matters relating to the constitutional and legal safeguards provided for women, review the existing legislation to suggest amendments wherever necessary, etc.

- **The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013** came into force with effect from 9th December 2013. The Act seeks to cover all women, irrespective of their age or employment status and protect them against sexual harassment at all workplaces both in public and private sector, whether organized or unorganized.
- The GOI has launched the Scheme for setting up **One Stop Centres called as SAKHI** to facilitate access to an integrated range of services including medical, legal, and psychological support to women affected by violence to be funded through Nirbhaya Fund.
- A schematic proposal to enable the universalization of a **Helpline** specifically for women with a common number 181 across the country has been approved.
- To provide security to women in emergency situations, facility of a physical **panic button** has been agreed to by the mobile phones manufacturers and service providers.
- An online complaint management system titled **Sexual Harassment electronic-Box (SHe-Box)** for registering complaints related to sexual harassment at workplace has been developed to ensure the effective implementation of Sexual Harassment of Women at Workplace (Prevention,



Prohibition and Redressal) Act (the SH Act), 2013.

What are the other mechanisms through which women can seek redressal?

- **Right to Information (RTI)** : It is an Act of the Parliament of India to provide for setting out the practical regime of right to information for citizens and replaces the erstwhile Freedom of information Act, 2002.
- Under the provisions of the Act, any citizen of India may request information from a "public authority" (a body of Government or "instrumentality of State") which is required to reply expeditiously or within thirty days.
- **Citizen's Charter** : It is a document which represents a systematic effort to focus on the commitment of the Organisation towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money.
- This also includes expectations of the Organization from the Citizen for fulfilling the commitment of the Organisation.
- **Gram Sabha** are conducted at village levels to redress grievance of village community members and a strong panchayat raj system facilitates this process.

- Through **Juvenile Justice Act**, children's homes are being monitored, child tracking system is in place and all kinds of abuses against children and trafficking are controlled and monitored.
- The **Hostels Act** provides relief for the working women whose safety and security in the working women hostels are ensured and basic amenities for their stay, food and safety are ensured.
- Under the **Senior Citizen Act** Revenue Division level tribunals are formed to redress the grievances of parents and senior citizens to get maintenance from their children when they are left unattended.

3. CITIZEN'S CHARTER IN INDIA

What is meant by Citizen Charter?

- Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money.
- This also includes expectations of the Organization from the Citizen for fulfilling the commitment of the Organization.



What are the components of Citizen Charter?

- A good Citizen's Charter should have the following components :-
- Vision and Mission Statement of the Organization
- Details of Business transacted by the Organization
- Details of 'Citizens' or 'Clients'
- Statement of services including standards, quality, time frame etc. provided to each Citizen/ Client group separately and how/ where to get the services
- Details of Grievance Redress Mechanism and how to access it
- Expectations from the 'Citizens' or 'Clients'
- Additional commitments such as compensation in the event of failure of service delivery

What are the guidelines to be followed while developing a Citizen Charter?

- DPARG lists out the guidelines for the effective Citizen Charter formulation as follows :
- Setting up of a Task Force in the Organization to formulate the Citizen's Charter

- Identification of all stakeholders in the Organization and major services provided by Organization;
- Setting up of a Core Group in the Organization consisting of representatives from all stakeholders which inter-alia may include Top Management, Middle Management, cutting-edge level, staff representatives, strategic partners, Customers/ Clients etc
- Consultation with Clients/ Stakeholders/ Staff (Primarily at cutting-edge level) and their representative associations;
- Preparation of Draft Citizen's Charter
- Submission of draft Charter to Department of Administrative Reforms and Public Grievances
- Consideration of the Charter by Core Group
- Modification of Charter by the Ministry/ Department on the basis of suggestions/ observations by the Core Group
- Approval by Minister-in-charge
- Formal issue/ release of Charter and putting up on website
- Sending copies to People's Representatives and all stakeholders



- Appointment of a Nodal Officer to ensure effective implementation

What are the issues with Citizen Charter?

- In majority of cases Charters were not formulated through a consultative process.
- By and large service providers are not familiar with the philosophy, goals and main features of the Charter.
- In none of the departments evaluated, had adequate publicity been given to the Charters. In most Departments, the Charters were only in the early stages of implementation.
- No funds were specifically earmarked for awareness generation on Citizen's Charter or for orientation of the staff on various components of the Charter.

What is the way forward?

- The need for citizens and staff to be consulted at every stage of formulation of the Charter.
- Orientation of staff about the salient features and goals/objectives of the Charter; vision and mission statement of the department; and skills such as team building, problem solving, handling of grievances and communication skills.
- The need for creation of database on consumer grievances and redress.
- The need for wider publicity of the Charter through print media, posters,

banners, leaflets, handbills, brochures, local newspapers etc. and also through electronic media.

- Earmarking of specific budgets for awareness generation and orientation of staff, and
- Replication of best practices in this field.

4. INNOVATIVE FINANCING FOR THE HEALTH SYSTEM

Why innovative funding to health sector is important?

- Improving health care and increasing the number of people who are healthy leads to the development of a nation.
- As external aid to the developing economies are shrinking, these economies lie India have to develop a new and innovative methodology to mobilize the funds.
- It is the need of the hour as it will help India to achieve the Millennium Development Goals and the Sustainable Development Goals and support other economies also to achieve these goals.

What is the innovative solution?

- The answer is that in order to generate more resources for health, there is a need to consider the review of the tax and subsidies which play a preventive role in controlling



communicable and non communicable diseases.

- It is a two pronged strategy :
- Increase the tax for the goods which consumption should be reduced
- Provision of subsidies for the products whose consumption must be enhanced
- Reducing taxes on harmful commodities not only improve health but also generate more fiscal space for health.
- The taxes on Alcohol, tobacco, salt and sugar will not only generate additional resources but would be preventing communicable and non communicable diseases and contribute to easing burden on health systems.
- The revenue generated through tobacco taxes may be earmarked for health sector to deal with cancer and cardiovascular diseases and for agriculture sector to shift farmers from tobacco cultivation to other crops which yield high returns and are sustainable ecologically.
- No doubt taxes generated from tobacco, alcohol and unhealthy food play an important role in economy but epidemiology transition has brought the society at a juncture where 62 percent deaths in India are due to Non communicable diseases.
- Subsidies on commodities such as sugar, diesel, kerosene and coal needs to be reviewed and savings to be diverted to nutritious food and clean energy resources.
- Government needs to subsidise LPG heavily instead of diesel, kerosene and coal for cooking and fruits, dairy products and protein sources to be promoted for healthy life style.
- Government has levied taxes on tobacco, alcohol, unhealthy diets and sugar contained beverages to generate revenues but this could be enhanced to the level to make them beyond the reach of people.
- These kind of taxes labelled as sin tax are levied to move towards assuring healthy behaviour which act as preventive health providers, save society from Non communicable diseases, protect human resources from disability at a juncture when India is at an advantage of demographic surplus which in a way would get converted into demographic dividend.
- The increase in taxes needs to be substantial to achieve the desired changes in consumption and move towards phasing it out from life.
- Planning of such taxation would yield outcomes if a mechanism of strict adherence of regulation at centre and state is in place to avoid non-compliance on grounds of loopholes



specially against smuggling and bootlegging as large tax collection allures pilferages.

- Formulation of a policy on raised taxes may not achieve defined results unless its implementation and enforcement is monitored effectively and coordinated till it yields desired outcomes to reduce transport and trade illegally.
- The design of taxes must take into account all products leading to the ill effects of health otherwise the move will be irrational.
- Food substances that contribute to obesity including refined grains such as white flour and white rice are highly subsidised and these subsidies need to be reviewed and reoriented towards improving the nutritional content of subsidised food.
- India subsidises coal, gasoline and their fossil fuels which are leading products of particulate matter which causes lower respiratory tract infections, COPDs, cancers, heart diseases and exacerbates the risk of TB and this to be reviewed.
- Review of subsidies and later removal or reduction and imposition of heavy taxes may not favour political agenda but it is the urgently needed reform which can help many people to lead life in a healthier manner.

5. E-GOVERNANCE : GRIEVANCE REDRESS FOR A NEW INDIA 2022

What is the status of e-services?

- With the development in the technology it is now possible to provide many services in the online mode.
- According to the estimate made by the national eGrid division of the Department of electronics and Information Technology, there are more than 3500 different eservices offered by various ministries and departments.
- As per NIC estimates, more than 8000 different portals and websites of Central Ministries and State Governments are hosted by them.

What are the various redressal mechanisms available for the seekers of online services ?

- **DARPG** : The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redressal of public grievances relating to the states in general and those pertaining to Central Government agencies in particular.
- The Department endeavors to document and disseminate successful good governance practices by way of audio-visual media and publications.
- The Department also undertakes activities in the field of international



exchange and cooperation to promote public service reforms.

- **Centralized Public Grievance Redress And Monitoring System (CPGRAMS)** :

It is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG).

- CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens from anywhere and anytime (24x7) basis to Ministries/Departments/Organisations who scrutinize and take action for speedy and favorable redress of these grievances.
- Tracking grievances is also facilitated on this portal through the system generated unique registration number.
- **Public Service Delivery Act** : The GOI had proposed the Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, in 2011 in the Lok Sabha.
- The bill guaranteed time bound delivery of services for various public services rendered by the Government to citizen and provides mechanism for punishing the errant public servant who is deficient in providing the service stipulated under the statute.

- It is expected to be launched in the form of a scheme and experiences from there would be helpful in framing the revised act.

- **UMANG** : It provides a single platform for all Indian Citizens to access pan India e-Gov services ranging from Central to Local Government bodies and other citizen centric services.

- UMANG intends to provide major services offered by Central and State Government departments, Local bodies and other utility services from private organizations.

- It provides a unified approach where citizens can install one application to avail multiple government services.

- UMANG service has been made available on multiple channels like mobile application, web, IVR and SMS which can be accessed through smart phones, feature phones, tablets and desktops.

- **MyGov** : is a citizen engagement platform founded by the Government of India to promote the active participation of Indian citizens in their country's governance and development.

- It is also aimed at creating a common platform for Indian citizens to "crowd source governance ideas from citizens".