

Process of redress of grievances

The Ministry of Housing and Urban Affairs has a full-fledged Public Grievance Cell where grievances can be addressed by general public or by staff/employees of the Ministry for redressal. The Cell co-ordinates with Divisions of the Ministry and its attached/subordinate & other offices for redressal of grievances and communicate to the petitioner.

Economic Adviser-II is the Director of Grievances for this Ministry. P. G. Cell functions under the overall supervision of Deputy Secretary (Coord & PG).

Action on Grievances:

Ministry of Housing And Urban Affairs follows the guidelines of DARPG for redressal of Public Grievances received in the Ministry according to which a grievance is normally required to be redressed within a period of two months.

All the grievances after acknowledgment are forwarded to the concerned organizations who are dealing with the substantive function linked with the grievance for redressal under intimation to the complainant. Depending upon the seriousness of the grievance the Cell follows them up regularly till their final disposal.

The Public Grievance Redressal Mechanism in the Ministry functions on a decentralized basis. The attached and subordinate offices and the autonomous bodies dealing with substantive functions have their respective grievance redressal machinery. The PG Cell of the Ministry in order to ensure that grievances are handled in a fair, objective and just manner, particularly follows those grievances where the complainant had failed to get redressal at the hands of internal machinery and the sub-ordinate authorities. No grievance petition received is closed without having been addressed and responded.

Regular review meetings are held with various organization of MoHUA, to monitor and follow up on grievance so that the disposal of these are expedited. The Ministry has a disposal rate of around 98-99% and the focus is on quality of redressal of grievances to the satisfaction of petitioners to the extent possible.