

## **Creation of Sevottam Complaint System to Redress and Monitor Public Grievances in the Public Grievances Cell of the Ministry.**

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To deliver responsive and expeditious redressal of grievances received from citizens, the following system is put in place:-

1. A full-fledged Sevottam Complaint PG Cell has been constituted and functioning in the Ministry with adequate staff support for redressal of public/staff grievances as per guidelines of Department of Administrative Reforms & Public Grievances.
2. The grievances received are properly recorded, registered and acknowledged.
3. A dedicated E-mail address at [ecadv-mhupa@nic.in](mailto:ecadv-mhupa@nic.in) is functioning for receipt of grievance petitions from the public in electronic medium. These are acknowledged personally by Director of Public Grievances by e-mail and hard copies are sent to PG Cell for further action.
4. The grievances received by post and e-mail are forwarded within three working days to the concerned department/organization for action in a time bound manner.
5. Disposal of grievances is followed up by sending reminders at various levels viz. SO, US, DS(C&PG) and Economic Adviser at regular intervals.
6. Review meetings are held from time to time at the level of DS (C&PG), EA , AS (D&C) and also Secretary (HUA) to review long pending grievances and reduce pendency.
7. Review meetings for redressal of public grievance cases organized by DPG, DOPPW & DARPG are attended by the PG official of M/o HUA.
8. Specific directions are issued by the Ministry from time to time to the concerned Departments/Offices for strict compliance/adherence of the time limit prescribed for redressal of grievances.
9. A link of CPGRAMS portal has been provided in the website of the Ministry to help the public to lodge any complaint/grievance against this Ministry and also attached/subordinate offices under the Ministry.
10. Every Wednesday from 10 AM to 1 PM is fixed for public hearing by the concerned Divisional Heads/HODs/Desk Officers of the Ministry, Wednesday has been declared as a meeting less day.

