

Ministry of Housing and Urban Affairs

Sevottam Complaint Grievance Redressal Mechanism

Sl. No.	Action Required as per Department of Administrative Reforms guidelines of 3 August, 2010 and 12 November, 2010	Action Already being Taken	Proposed Action to comply with requirements.
1.	<p>Responding to public grievance petitions</p> <ul style="list-style-type: none"> • Acknowledging within 15 days • Reply intimating the stand of the organization 	<p>Grievance acknowledged within a maximum of 3 days and reply sent within 7 days of receipt of satisfactory response from the actual grievance redressal office/institution.</p>	<ul style="list-style-type: none"> • Electronic acknowledgement of the grievance petition received at the dedicated E-mail address within two working days of its receipt. • Acknowledgement by post informing the petitioner about the authority to whom the grievance petition has been forwarded for redressal within 7 working days of its receipt in all cases. • Final reply within 7 working days of receipt of action taken report in all cases.
2.	<p>Time limit for disposal of various types of grievance should be adhered to.</p>	<p>The guidelines already state that 2 months is the outer limit, which has been reiterated in correspondence and followed up with actual grievance redressal offices under the Ministry. The Director of Public Grievances takes periodic monitoring meetings with the offices.</p>	<ul style="list-style-type: none"> • All offices will be reminded periodically on pending cases and regular monitoring meetings will be held. • All offices, under intimation to the petitioner, will be reminded again to invariably send 'interim response' if any particular grievance is expected to take more than 2 months to redress.

3.	In case of rejection, communication of reasons/rules should be done.	Already being done	Will continue to be done.
4.	All grievances to be registered and processed in computer, and acknowledgement to contain Registration No.	Grievances are received from five sources, electronically through CPGRAMS, emails at the dedicated E-mail address of the Ministry of Urban development (dscoord-mud@nic.in and ecadv-mhupa@nic.in) grievances registered with the Cabinet Secretariat, grievances registered at the President Secretariat and grievances received through normal post. All grievances are processed in separate physical files and file numbers are quoted in communication. All records are maintained in computer.	Already being done.
5.	Progress and final disposal to be communicated in CPGRAMS	Final disposal of grievances registered in CPGRAMS are also communicated in CPGRAMS.	Will continue to be done as before.
6.	Ministry to implement CPGRAMS fully and extend to all the organizations under the Ministry and a link to CPGRAMS should be provided on the website.	Already advised all the Officers about the requirement. The Website of the Ministry (http://moud.gov.in) already contains the link	All Offices will be followed up till the needful is done.