

**CHAPTER - IV**  
**QUESTIONNAIRE - I**

**Proforma for evaluation of Public Grievance Redress Machinery (PGRM) in the Ministry/  
Department**

1. (a) Existing Public Grievance Redress Machinery (PGRM) (details of official/sections).
- (b) Procedure for processing grievances from the public relating to Organisations under Ministry/Department.
- (c) List of Organisation\* under the Ministry/Department (attach Annex if necessary).
2. Whether statistics regarding receipt and disposal of grievance of the Ministry/Department and Organisations under it form part of the Ministry/ Department's Annual Report.
3. (a) Whether grievance are diarosed centrally and if so, whether-
  - (i) manually through register or
  - (ii) through a computer.
- (b) Periodicity of monitoring of grievances by Director designated for PG
- (c) Are all grievances acknowledged within 15 days?

**4. Computerisation**

- (a) Whether uniform NIC software circulated by Deptt. Of AR&PG has been implemented and if so,
  - (i) whether grievances received in different divisions are consolidate and reflected in this data base for transmission to DAR&PG on a monthly basis.
  - (ii) Whether this is done every month by 5<sup>th</sup> for transmission to DAR&PG.
  - (iii) Which areas of grievances handling have been computerized

If not,

- (b) (i) What is the alternative system for monitoring
- (ii) Scope for computerizing grievance handling if not

Already done.

- (c) What is the status of compilation of grievance handling mechanism in the organization under the Ministry/Department.

	Year	Received	Disposed	Pending
5. (i) Total number of the grievance received for all sources in Ministry/Department during last financial year and current year separately.		<b>(including of carry forward)</b>		
(ii) In Organisations under the Ministry/Department	Year	Received	Disposed	Pending
		<b>(including of carry forward)</b>		

### Implementation of the guidelines

6. Follow-up on the O.M. dated 1.3.1988:
- Has a Joint Secretary level officer been designated as Director/Joint Secretary of grievances in Ministry/Department? If yes, give his particulars. (Name, address, telephone no. e-mail and organisation's web site addresses etc.)
  - Has the Director of Grievances been vested with powers to call for files/papers in respect of grievance pending for over 3 months and to take a decision to settle the same with the approval of the Secretary. If yes, a sample of 3 such cases may be mentioned.
  - Whether monitoring of pendency of grievances in Ministry/Department and organizations under it is done on a monthly basis.
  - Have grievance officers been designated in the organization under the Ministry/Department? If yes, give their particulars (Name, address, tele no. etc; attach list, if necessary).
  - Are name, room no. etc. of Grievance Officer of Ministry/Department and Organisation under it displayed at a prominent place near the Reception Office?
  - Indicate publicity measures taken regarding public grievance and other activities of Ministry/Department and organizations under it.
  - Is notification issued to the DOT/MTNL for inclusion of telephone number of Director/JS(PG) of the Department and organizations under it for inclusion in telephone directory.
  - Whether complaint box has been installed near the Reception.
- 7.
- Do the Ministry/Department and all organizations under it observe the weekly 'meetingless day'? Have three hours been set apart for hearing the Public Grievances by the officers of the level of Deputy Secretary and above?
  - Are grievance column of newspapers regularly examined for picking up grievances? If yes, how it is done?
  - Copy of instructions given to office reception permitting complainants' access to the Grievance Redress Officer on Wednesday.
  - Have time norms been fixed for acknowledgement and final disposal of public grievances.

## General

8. (a) Please enumerate the services/activities of the Ministry/Department/organization involving direct interaction with the public.  
(b) Have time norms been fixed for activities/services provided by the Ministry/Department/organization under it. If yes, provide details.  
(c) Have the time norms been displayed for information of public at premises?  
If yes, name location of display.  
(d) Was any review of the time-norms undertaken and if so, result thereof?
9. Has Single Window System been introduced for public dealings? If not, identify areas proposed for introduction of Single Window System.
10. Has the Ministry/Department issued any booklets/pamphlets/posters on services and activities by it or its organizations or given media coverage to publicise the services available for the public. If so, provide details of these services? Attach copies of booklets pamphlets, publicity etc.
11. Do all applications/proforma intended for public use contain full instructions for filling in clearly indicating all the documents required with the applications? 2/3 samples.
12. Has the Ministry/Department undertaken studies to simplify rules, regulations and procedures for payment of fees and duties, for reducing avoidable contact points with the public.
13. Identify the areas where affidavits or certificates by gazetted officers are needed from public. Has any review been made to replace these with self-statements/certificates?
14. Has the Department delegated authority in areas of public contact empowering field officers to dispose of applications? Indicate areas.
15. Has the Department analysed grievances to identify areas of recurring grievances? If yes, indicate a few "grievance prone areas" and also indicate systemic changes introduced to reduce recurrence of such grievances.
16. Any special measures taken to look into the grievances of
  - (i) Scheduled Caste/Tribe/Backward Classes;
  - (ii) Women;
  - (iii) Handicapped/Senior Citizens, other vulnerable groups.
17. Do the negative responses sent to the grievances contain the reason (s) for disposal of the complaint?
18. Implementation of Point 20 of Twenty-Point Programme-Quarterly Progress Report of grievances received and disposed of by the Ministry/Department and offices under its control. Whether all reports for current financial year sent?
19. The PGRM study of your Ministry/Department was conducted in the year  
Furnish status report in the enclosed proforma.

20. (a) Citizen's Charter prepared (enclose copy).  
(b) Whether IFC set up.  
(c) Other Best practice—Citizen friendly measures taken.  
(d) Any other proactive measures taken to improve public inter-face.
21. Measures for systemic changes to improve procedures etc.
22. Steps taken to measure citizen satisfaction in activities having public interface.
23. (a) Whether Shikayat/Service Adalats has been constituted?  
(b) If yes;
  - (i) Number of cases
  - (ii) Number of cases disposed;
  - (iii) Number of meetings of the Adalats:

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\*Organisation under Ministry/Department includes statutory/autonomous/subordinate/attached units/agencies.

**Status of Implementation of recommendations made  
In the Study Report in respect of  
Public Grievances Redressal  
Machinery**

S. No.	Recommendations	Whether accepted in total or with some modifications	Steps initiated/ proposed for implementations	Date by which the recommendation is likely to be implemented	Date of actual implementation
1	2	3	4	5	6