

**GOVERNMENT OF INDIA  
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
LOK SABHA**

UNSTARRED QUESTION NO:457  
ANSWERED ON:23.11.2011  
GRIEVANCES REDRESSAL MECHANISM  
Swamygowda Shri N Cheluvarya Swamy

**Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:**

- (a) whether the Government has conducted any workshops on citizens/ clients charter and the implementation of grievances redressal mechanism recently;
- (b) if so, the details thereof;
- (c) the details of the subjects discussed in these workshops; and
- (d) the outcome thereof?

**Answer**

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.  
(SHRIV. NARAYANASAMY)

(a) Yes, Madam.

(b) In the year 2010-11, Four Workshops of two days each, on Sevottam Compliant Citizen's /Client's Charters and Sevottam Compliant Grievance Redress Mechanism, were organized in August – September 2010, for 62 Ministries / Departments in Government of India.

In the year 2011-12, Four Workshops of 2-days each, on Capability Building for Sevottam, are being organized. Sevottam framework includes three modules of Citizen's Charter, Grievance Redress Mechanism, and Capability Building of the organization. Out of these four workshops, two workshops are for 82 Ministries / Departments in Government of India Ministries and have been held on 22-23 September 2011 and 18-19 October 2011. Two workshops are for officers of State Governments and Union Territory Administrations. These are scheduled for 24-25 November 2011 and 29-30 November 2011.

(c) Details of subjects discussed in the 4 workshops in 2010-11: The Department of Administrative Reforms and Public Grievances in collaboration with the Performance Management Division of the Cabinet Secretariat and the Federation of Indian Chambers of Commerce and Industry (FICCI) Quality Forum, as consulting partner, had organized a series of four workshops of two days each on 'Sevottam Compliant Citizen's / Client's Charter in Central Ministries / Departments' from 30th August 2010 to 22nd September, 2010. 149 participants from 62 Ministries / Departments attended the four workshops. In addition, a few representatives from select Training Institutions such as Indian Institute of Public Administration, New Delhi, Institute of Secretariat Training and Management, New Delhi, State Administrative Training Institute, Jaipur, State Administrative Training Institute, Chandigarh, Centre for Good Governance, Hyderabad, Administrative Staff College of India, Hyderabad also participated in order to decide if they could introduce training courses on the subject in their Institutes. The Agenda included Inaugural Talks by eminent Chief Guest speakers, and sessions on 'Sevottam Compliant Citizen's / Client's Charter, Sevottam Compliant Grievance Redress Mechanism, linkages between Sevottam, Strategy and Results Framework Document and Group work on preparing a draft Sevottam Compliant Citizen's / Client's Charter and Grievance Redress Mechanism.

Details of subjects discussed in the 2 workshops held in September – October 2011 The focus of these Workshops was on the third module of Sevottam called 'Capability Building for Service Delivery' by understanding the elements and steps involved in Baseline Study, Availability of Documents, Service Quality Monitoring Mechanism, Use of Technology, Top Management Focus, conducting a Gap Analysis for the purpose of standard setting including establishing systems for smooth delivery of routine services and systems for continuous improvements. A new document entitled 'Guidelines for Implementing Sevottam' – September 2011' was published and disseminated during these workshops.

(d) The Outcome from Workshops held in 2010-11: Three outcomes can be listed -

(i) All the 62 Ministries / Departments that participated in the four Workshops have created their Sevottam Compliant Citizen's / Client's Charters that include timelines for service delivery, and a Grievance Redress System for redress of complaints in case service is not delivered as per timelines. All these Charters are also placed on the websites of the Ministries / Departments.

(ii) All the 62 Ministries / Departments have provided links to their online Grievance Redress Mechanism on their webpage.

(iii) The 62 Ministries / Departments have also opened links on to the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) version 4.0, for all their subordinate offices and field organizations. As a result, the total number of offices active on the CPGRAMS has risen to about 6000. Prior to the workshops, only about 1500 field organizations were active on the CPGRAMS.

The Outcome from Workshops held in 2011-12: (i) Through the two workshops held in September – October 2011, about 200 participants from 82 Ministries / Departments have been sensitized about the processes involved in capability building for bringing improvements in service delivery – both to citizens and to clients. (ii) New Guidelines have been issued in September 2011 focusing on Capability Building in implementation of Sevottam, and have been disseminated to participants.