



CIDCO/2014/1683

Date: 19 August, 2014

## CIRCULAR

**Subject:** Online System to address Citizen Grievances

Vide Office Order dated 25<sup>th</sup> March, CGRO had been advised to evolve an on-line system for redressal of grievances. As such the Software has been configured with the website of CIDCO and Citizens can lodge their grievances by logging into "on line Citizen Grievance Redressal System" link made available at our website [www.cidco.maharashtra.gov.in](http://www.cidco.maharashtra.gov.in).

A brief guidelines in this aspect is enclosed at **Annexure A** of this Circular along with the detailed workflow at **Annexure B**. Second phase developments are mentioned in the **Annexure C**.

**All HODs and Grievance Redressal Officers (GRO's), are advised to follow the guidelines and attune themselves for this new paradigm of e- Governance for redressal of Citizens grievances.**

(Sanjay Bhatia)

MANAGING DIRECTOR

To: HODs

Copy to: JMD , CA ( NT) , CVO, Accenture

## Annexure A

1. Objective:

We are committed to accomplish the below mentioned objectives under the Grievance Redressal Management:

- All aggrieved Citizens will be treated fairly at all times.
- All grievances raised by Citizens will be dealt with courteously, accurately and will be resolved in a timely manner to their satisfaction as per rules and regulations in this regard.
- Citizens shall be made aware of their rights to enable them to opt for alternative remedies, in the event that they are not satisfied with the Corporation's response or resolution to the grievance.

2. Scope:

The grievance shall cover the complaints/grievances received from individual Citizens, CFC visitors, Media and other sources like Mailers, MD/JMD office relating to issues pertaining to various Department works (excluding Inquiry / Requests on CIDCO's Schemes / Projects)

3. Definition of a Complaint/Grievance:

The complaint / grievance are defined as any written communication that expresses dissatisfaction about an action or lack of action, about the service deficiency of any Department of CIDCO.

4. Classification of Citizen Grievance:

A classification system is introduced covering all the categories prescribed in the Citizens Charter and Transparency plan. The Turn Around Time (TAT) for each classification is also formalized.

The broad classification of the grievances, based on the average time required for resolution of the grievance is as follows.

- a. 7day resolution (immediate)
- b. 14 days resolution time
- c. 21 days resolution time
- d. 30 days resolution time

5. Grievance procedure:

Citizens can register their grievances through any of the below service avenues:

- Login to online Citizens Grievances Redressal System account via CIDCO's website at [www.cidco.maharashtra.gov.in](http://www.cidco.maharashtra.gov.in)

- Visit the CFC centre at Belapur where a helpdesk will facilitate logging the complaint on behalf of the Citizen by converting it into an email and uploading relevant documents as attachments.
- The complainant can also file the complaint at the office of MD, JMD, CA(NT) and CVO, the complaint after being received would be marked to CGRO. The details of which including the scanned copy of the complaint will be entered into the system at CGRO Office.
- For any Complaint/ Grievance published in the newspaper, Sr.PRO's office will be collaborating with respective Departments GRO, who will further log in details into the system.

An acknowledgement of the Citizens's grievance will be sent the same day via SMS and an email with the details of GRO (Grievance Redressal Officer). However, the email and SMS is just a in the interim approach and not the resolution. Grievance Redressal Officer (GRO) is responsible for handling Citizens grievances in a specified timeline.

6. Escalation Mechanism:

In case the Citizen is not satisfied with the decision, or has not received any response within 15 days from the date of logging of grievance, they may write/email to the following Official:

<p>1<sup>st</sup> Escalation: To</p> <p>The Chief Grievance Redressal Officer 2<sup>nd</sup> Floor, CIDCO Bhavan, CIDCO Ltd., CBD-Belapur, Navi Mumbai – 400 614. E mail- <a href="mailto:cgro@cidco.maharashtra.gov.in">cgro@cidco.maharashtra.gov.in</a></p>	<p>2<sup>nd</sup> Escalation after 7 days from the date of logging the grievance with CGRO.</p> <p>To</p> <p>The Chief Vigilance Officer 2<sup>nd</sup> Floor, CIDCO Bhavan, CIDCO Ltd., CBD-Belapur, Navi Mumbai – 400 614. Email- <a href="mailto:cvo@cidco.maharashtra.gov.in">cvo@cidco.maharashtra.gov.in</a></p>
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The grievance should be made in writing duly signed by the complainant or by his legal heirs with full details of the grievance and the contact information of complainant.

7. Closure/disposal of grievance:

Grievance shall be considered as closed, if any of the below mentioned scenarios are met:

- a) Corporation has acceded to the request of the Complainant fully.
- b) Complainant has rejected in writing.

And if no reply is received from the Citizen within 15 days of response, it shall be treated as closed.

8. System Requirement:

All Grievance Redressal Officers of respective Departments be equipped with Scanner attached to Desktop Computer

9. Process Improvements:

The Complaints / Grievances provide valuable insights into areas of improvement within the Corporation's internal process and procedure (including automated processes), which shall enable Citizens satisfaction enhancement.

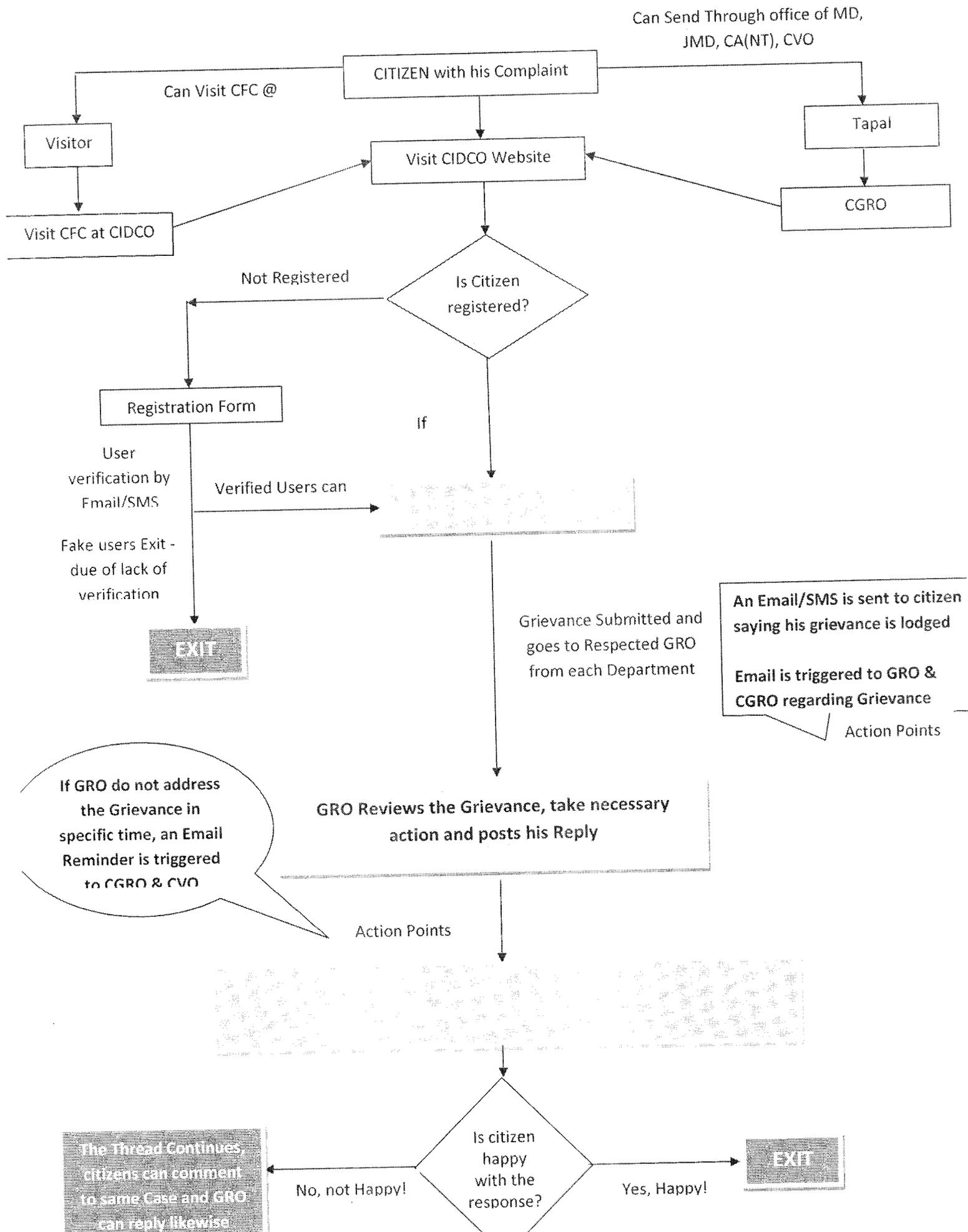
The grievances received shall be analyzed to:

- Identify and/or validate improvement opportunities
- Analyze the process/system involved therein
- Identify the root cause involved
- Determine the approach for corrective actions and implement the same.
- Analyze the impact of the corrective actions and sustain the gain.

The Corporation may carry out amendments in the processes or systems as per requirement, from time to time.

10. MIS:

MIS would generate reports as per the following: (1) Date (2) Grievance No, (3) Name/ email address of Citizen (4) Status Wise (5) Node Wise .



## Annexure C

### **Second Phase Developments:**

1. **Further Escalation:**

Currently the system provides third and fourth level of escalation. In second phase it has been decided to further extend the escalation to two levels

JMD: 45 days from logging of complaint

MD: 45 days from logging of complaint

2. **Classification of Grievance:**

It has been decided that the complaint needs to be categorized/classified and the citizen should be able to categorize his own grievance. The data is being collected from individual departments to be able to decide on the categories that should be made available.