

Ministry of Statistics and Programme Implementation (MOSPI)

Grievance Redressal Mechanism (GRM) for the Project - National Programme for Improving the Quality of Statistics in India

Introduction

MOSPI recognizes the importance of an effective GRM in successful project implementation and is committed to strengthening its existing GRM to meet the requirements of the Project – National Programme for Improving the Quality of Statistics in India.

This document provides – (a) an overview of the existing GRM in MOSPI and (b) plans for strengthening and aligning the GRM to the requirements of the National Programme for Improving the Quality of Statistics in India (hereafter referred to as ‘the Project’).

Overview of the Existing Grievance Redressal Mechanism in MOSPI

The Public Grievances Redressal Machinery in MOSPI and in the Ministry and all its Attached / Subordinate offices is functioning as per guidelines of the Department of Administrative Reforms and Public Grievances. (reference: https://darp.gov.in/sites/default/files/PGR_Guideline.pdf).

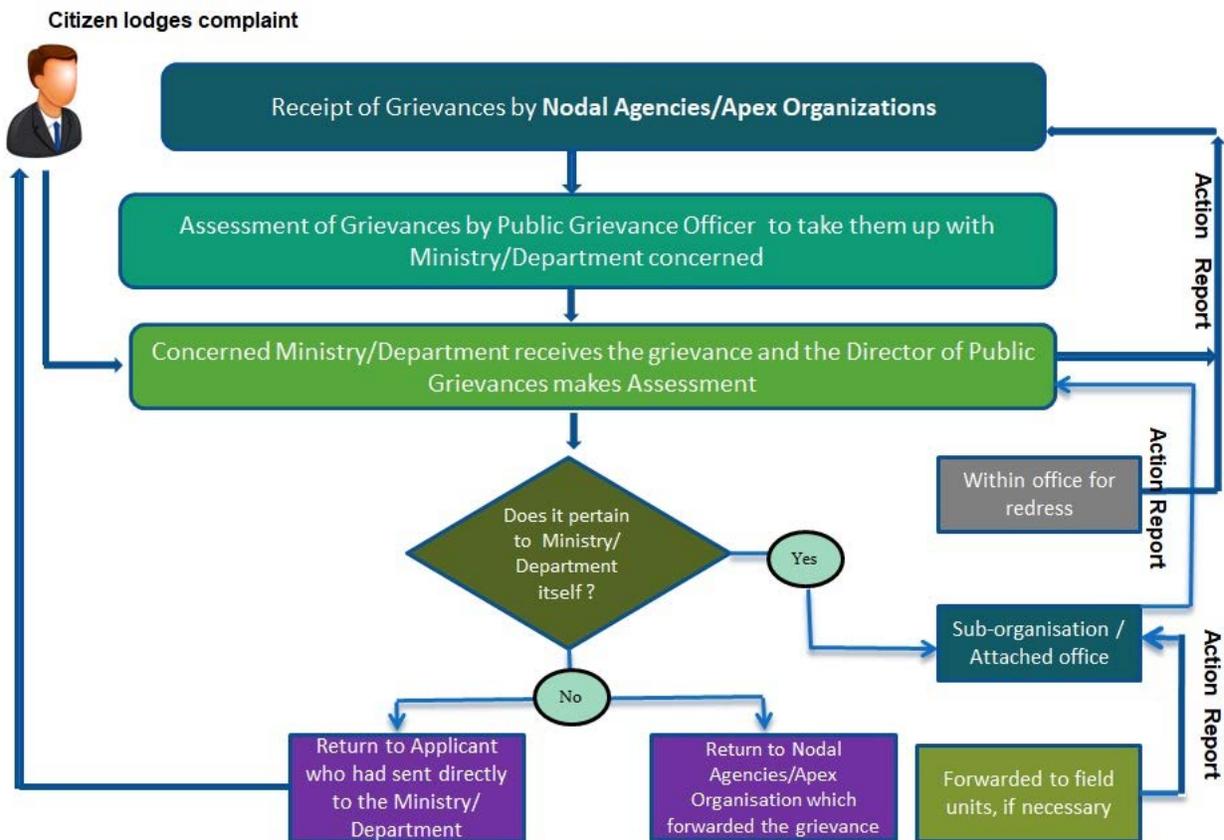
Citizens can lodge their complaints to MOSPI through the common portal for public grievances set up by the Government of India (GOI) – www.pgportal.gov.in – and managed by the Department for Administrative Reforms and Public Grievances (DARPG). Complaints received through the common portal are forwarded to the Public Grievances (PG) Cell in MOSPI and follow the process flow as indicated in Figure 1 .

The Public Grievances (PG)Cell in MOSPI is the nodal point for receipt and redressal of complaints received . The PG Cell in MOSPI is headed by a nodal officer of the rank of Deputy Secretary to GOI. The nodal officer is assisted in his day to day duties by an officer of the rank of Under Secretary to GOI and a Junior Statistical Officer. Contact details of the Nodal officer and grievance cell are given at <http://www.mospi.gov.in/faq-public->

grievance-cases. The attached/subordinate offices of the Ministry have also appointed Grievance Redressal Officers

Grievance redressal in MOSPI is accorded a very high priority. It is a permanent agenda item on the Joint Secretary’s monthly review meetings. The Secretary, MOSPI, also reviews and guides the management of grievances in the ministry’s quarterly review meetings. Under the directions of the Secretary and Joint Secretary, MOSPI has adopted a 60 day timeframe for resolving complaints. By and large, this protocol is adhered to whilst resolving complaints received.

Figure 1: Grievance redressal flowchart in MOSPI



MOSPI has a very healthy track record of addressing complaints received. Almost all complaints received in any calendar year are redressed in the same year itself. Table 1 below provides year wise breakup of complaints received and redressed

Table 1: Year wise breakdown of grievances received and redressed by MOSPI

| Year | No. of grievances received during the year | No. of grievances redressed during these year | Percentage of Grievances Redressed |
|---------------------------------------|---|--|---|
| 2019 (till 10 th December) | 504 | 482 | 95.63 |
| 2018 | 503 | 514 | 102.19 (this includes complaints received in the previous year and resolved in the current year) |
| 2017 | 517 | 520 | 100.58 (this includes complaints received in the previous year and resolved in the current year) |
| 2016 | 389 | 348 | 89.46 |

The month-wise data for receipt and redressal of complaints for the year 2019 is shown in Table 2 below

Table 2: MOSPI (2019) – Month-wise receipt and redressal of grievances

| Month | No. of grievances received during the month | No. of grievances redressed during these months | Percentage of Grievances Redressed |
|--------------|--|--|---|
| Jan-19 | 59 | 57 | 96.61 |
| Feb-19 | 43 | 61 | 141.86 |
| Mar-19 | 60 | 44 | 73.33 |
| Apr-19 | 28 | 14 | 50.00 |
| May-19 | 77 | 57 | 74.03 |
| Jun-19 | 49 | 61 | 124.49 |
| Jul-19 | 42 | 63 | 150.00 |
| Aug-19 | 24 | 20 | 83.33 |

| | | | |
|------------------------------|----|----|--------|
| Sep-19 | 45 | 55 | 122.22 |
| Oct-19 | 26 | 17 | 65.38 |
| Nov-19 | 36 | 31 | 86.11 |
| December 2019 (Till 10th) | 15 | 2 | 13.33 |

GRM for The National Programme For Improving The Quality Of Statistics In India

In addition to following the existing GRM, to take care of project specific needs, MOSPI will develop a dedicated web-page in the MOSPI website for the World Bank Funded Project. This web-page will provide information about the Project, its initiatives and progress and invite citizens to interact with MOSPI and provide feedback, suggestions and ideas for the Project. This web-page will have a link to the ministry's grievance redressal system where complainants can lodge their complaints, if any, about the Project. The protocols for the Project GRM (including escalation to the World Bank's own Grievance Redressal System (GRS)) will be worked out within 90 days of project effectiveness and the dedicated web-page will be launched within 120 days of project effectiveness.

Drawing from learnings derived from the existing GRM, MOSPI will attempt to resolve the complaints received about the project through any medium – i.e. the web-page dedicated for the project, MOSPI's website, GOI's common portal, regular mails – within a period of 30 working days. This will be augmented by a process where MOSPI will directly reach out to complainants and seek their feedback as well as levels of satisfaction viz. the resolution of their complaints.

In today's world, citizens prefer using social media – Facebook, Twitter, etc. – to reach out to government either with suggestions, or complaints. Keeping this in mind, MOSPI has strengthened its social media monitoring and engagement strategy with protocols specifying which officer or officers are officially mandated to engage on social media on behalf of the Ministry. This channel will be used to acknowledge complaints received through social media, along with protocols for forwarding complaints received relevant to the Project to relevant departments / offices / field formations of MOSPI and timelines for final response.

MOSPI will undertake a qualitative and quantitative analysis of grievances received (related to the Project) and addressed on a monthly basis and include a summary of the same in the Quarterly Project Progress Reports submitted to the World Bank.

MOSPI believes that it's existing organizational set up for addressing public grievances is adequate to support the Project's GRM.
