

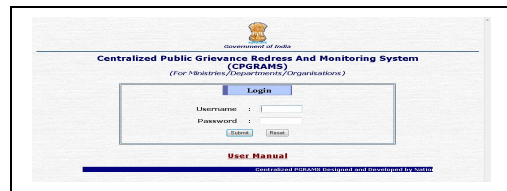
SQM – 3.2.3	Documented procedure for complaint handling	
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Process owner: Commissioner (Coord) at Board. And CC / DG / Commissioner /PGO at field level.

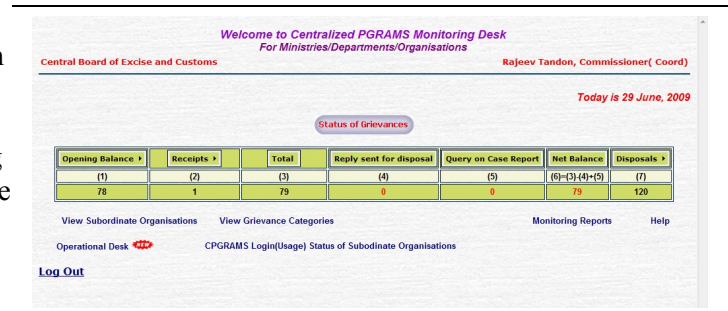
Norm: Acknowledge within 48 hours of receipt and attempt to provide final replies within 30 working days

Resource required: Designated Public Grievance Officer

- Public grievances shall be redressed through CPGRAMS. For this Commissioner (Coord) CBEC is the nodal officer at Board level. Jurisdictional Chief Commissioner or Director General is the nodal officer at field level. Commissioner (Coordination) can create multiple subordinate offices/ field offices and then forward the complaint pertaining to that office for its response.
- To use the system, each field formation shall need a user ID and password. The ID and password shall be created through Commissioner (Coordination). Once a user ID and password is available, the system is accessible through a PC with an internet connection (preferably broadband).
- To enter the system to see grievances at individual level, log into site <http://cpgrams.nic.in/cpgrams/>. The screenshot for entering user ID and password is as shown. The site should be logged in daily.



- Grievances at each level could be seen in “total” column (see screenshot). You can see individual grievances by clicking the number. Each grievance is having an individual Registration No. like CBOEC/E/2009/00044.



- The system sends automated acknowledgement. For each grievance a print out could be obtained through “operational desk” button. The grievance could be handled by decisioning authority in normal office channel. The final reply shall be uploaded on CPGRAMS system. Links and information on how to download/upload/reply grievances in form of a user manual are available on the website.
- Once disposed at subordinate level the report shall be checked for quality and completeness of response at higher office. The higher can choose to send a query on the reply to the subordinate office. The report is considered finally disposed only when accepted by higher authority and communicated to the complainant.

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7. The grievances received by post or fax or hand need to be loaded in the system using “operational desk” button to ensure centralized monitoring. The acknowledgement for such grievances and reply may be sent to public in postal form or by hand. Once uploaded in CPGRAMS, the acknowledgement number with details on access may be sent to the citizen. The procedure at steps 5 & 6 is to be followed for such grievances too.
8. The grievances shall be systematically analyzed for severity and for identification of complaint prone areas. Policy initiatives shall be introduced to improve grievance redress effectiveness.
9. The public grievance officer shall regularly examine the Editors’/grievance column of the local newspapers for picking up cases as appropriate. Further working of complaints handling mechanism shall be monitored and measured through random checks.
10. The procedure to be followed by customer/citizen for grievance is covered in SQM-2.4