



GRIEVANCE REDRESS MECHANISM (GRM)

DEPARTMENT OF LAND RESOURCES

Ministry of Rural Development

NBO BUILDING, G-WING, NIRMAN BHAWAN, MAULANA AZAD ROAD, NEW DELHI-110011

www.dolr.nic.in

GRIEVANCE REDRESS MECHANISM (GRM) OF DEPARTMENT OF LAND RESOURCES

1. Information on receipt:

1.1. All the grievances are received by the Department of Land Resource (DoLR) by post/ fax/ e-mail/ public grievance portal of Department of Administrative Reforms & Public Grievances. The following Officer is authorized to receive all grievances.

Sh. Vijay Parkash
Director (Administration & Coordination) Department
of Land Resources
Ministry of Rural Development
'G' Wing, NBO Building
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New Delhi 110 001
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1.2. The acknowledgement and response from the authorized Officer will be provided to the complainant as per following timelines.

Response	Timelines
Giving acknowledgement to the grievance received through post/ fax/ e-mail/ cpgrams portal	5 working days
Providing information on intermediate progress made, in case complainant desires so	15 working days
Providing information on final closure of the complaint	10 working days from the date of final decision in the matter

1.3. DoLR uses Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Department of Administrative Reform and Public Grievances (DARPG) for managing public grievances. A link has been provided to the cpgrams at the Departmental website, www.dolr.nic.in. In case of receipt of grievance by post/ fax/ e-mail, the grievances received by the Department are registered in a register especially meant for this purpose. Following details will be captured while registering the grievance:

Regn. No.	Date of receipt	Mode of receipt	Particulars of the complainant			Particulars of the grievance					
			Name	Address	Landline/ Mobile No. & E-mail id	Subject of the grievance	Brief description	Date of acknowledgement	Date of communication of intermediate progress	Date of final decision	Date of communication of final decision
e.g. 1/WM/10-11-PG											

2. Communication to complainant:

- 2.1. At the time of giving acknowledgement the following information will also be provided to the complainant.
 - a. Grievance Number to facilitate monitoring and reminders by complainants
 - b. Expected time of redress - 2 months
- 2.2. If grievance is not addressed within expected time, following information may be additionally provided to the complainant.
 - a. Reasons for delay
 - b. Updated expected time of redress
- 2.3. At the time of final redress the complainant should be provided with the following information:
 - a. Action taken for redress
 - b. If not satisfied with the redress action, avenues for pursuing the matter further

3. Criteria for classification & levels of redress:

- 3.1. In Department of Land Resources, following criteria and category mentioned at Table below is adopted for classification. As the grievances cannot be

redressed by individual officers, the sequence of responsibility levels has been also mentioned.

Criteria	Grievance Category
Charter related	Delay in fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States
	Delay in appraisal of project proposals received from State Level Nodal Agencies (SLNAs)
	Delay in release of financial assistance with respect to proposals received from SLNAs under IWMP
	Delay in release of financial assistance to proposals under Desert Development Programme (DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme (IWDP)
	Delay in release of financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)
	Delay in release of financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells
Policy related	Amendment in existing policy Demand for new policy
Personnel related	Lack of basic facilities for healthy working environment
	Transfer & posting
	Sexual harassment
Vigilance related	Corruption at the level of Watershed Committee, Watershed Cell cum Data Centre (WCDC), State/ SLNA, Project Implementing Agency (PIA)
	Corruption at the level of DoLR

4. Time norms for redress and level of responsibility:

4.1. Following time norms for redress will be applicable

Grievance Category	Timelines for redress	Levels of responsibility
Delay in fixation of annual tentative allocation under Integrated Watershed Management Programme (IWMP) for all the States	30 days	Director/ DIGF/DC Joint Secretary Additional Secretary Secretary
Delay in appraisal of project proposals received from State Level Nodal Agencies (SLNAs)	30 days	Director/ DIGF/DC Joint Secretary Steering Committee Secretary
Delay in release of financial assistance with respect to proposals received from SLNAs under IWMP	30 days	Director/ DIGF/DC Joint Secretary Integrated Finance Division

Grievance Category	Timelines for redress	Levels of responsibility
Delay in release of financial assistance to proposals under Desert Development Programme (DDP), Drought Prone Areas Programme (DPAP) and Integrated Wastelands Development Programme (IWDP)	30 days	Director/ DIGF/DC Joint Secretary Integrated Finance Division
Delay in release of financial assistance to the States/UTs for implementation of the National Land Records Modernization Program (NLRMP)	30 days	Director Additional Secretary Secretary
Delay in release of financial assistance to Administrative Training Institutes/ Survey Training Institutes/ Patwari Training Schools for establishment of the NLRMP Cells	30 days	Director Additional Secretary Secretary
Amendment in existing policy/ demand for new policy	4 months	DIGF (WM) Joint Secretary Additional Secretary Secretary Minister
Lack of basic facilities for healthy working environment	30 days	US (Admn.) DIR (Admn.)
Transfer & posting	30 days	DIR (Admn.) Joint Secretary Additional Secretary Secretary
Sexual harassment	30 days	DIGF Joint Secretary Secretary
Corruption at the level of Watershed Committee, PIA, WCDC, State/ SLNA	In case of corruption in the project: Conducting an enquiry at appropriate level – 60 days Instructing appropriate authority for follow up on the enquiry report – 30 days	Director/ DIGF/DC Joint Secretary Additional Secretary Secretary State Govt.
Corruption at the level of DoLR	Conducting an enquiry– 30 days Taking appropriate action on the enquiry report – 30 days	Secretary Minister

5. Analysis & prevention:

5.1. The grievances received are viewed as inputs to improve service standards of DoLR. The Department analyzes the grievances, identifies grievance prone areas and plans prevention of recurrence of such grievances in future in the following format.

Regn. No.	Date & description of grievance	Grievance prone areas identified	Root cause identified	Action required to improve system	Planned date and Authority responsible for taking action	Action taken date

5.2. Director of Public Grievance in the Department of Land Resources, i.e., Joint Secretary (WM) will conduct monthly review of the Grievance Redress System.

6. Institution mechanism for Grievance Redress System:

6.1. Following institutional mechanism is proposed:

- a. **Steering group at DoLR level:** A Steering Group at DoLR will be responsible for ensuring that appropriate policies & processes have been laid down in respect of design & implementation of Client's Charter and GRM. The Group will also set timeframes for review & revision of Charter and GRM.

The Group will have the following composition:

Secretary (LR)	- Chairperson
Additional Secretary (LR)	- Member
DDG (WM)	- Member Secretary (in respect of Watershed Division)
Chief Controller of Accounts	- Member
Director (Admn.)	- Member
Director (WM)	- Member
Director (LR)	- Co-Member Secretary (in respect of Land Reforms Division)

- DS (LE) - Member
- DS (M&E) - Member
- Under Secretary (LR) - Member

b. **Working Group:** There will be two Working Groups, one in Watershed Division and another in Land Reforms Division. These will have following composition and functions:

Working Group for Watershed Management Division

Composition		Function
Joint Secretary (WM)	Chairperson	
DIG(WM)	Member Secretary	Coordination between various functionaries responsible for service delivery as per standards, preparing agenda, convening meeting and dissemination of decisions taken by the Steering Group/ Working Group to various members
Director DIGF DC DS (M&E) SO (M&E) SO (DPAP) SO (IWDP) TO (WD) TO (DPAP) A representative of IFD	Members	Ensuring that service standards as laid down in the charter are being implemented in Watershed Division

Working Group for Land Reforms Division

Composition		Function
Additional Secretary (LR)	Chairperson	
Director	Member Secretary	Coordination between various functionaries responsible for service delivery as per standards, preparing agenda, convening meeting and dissemination of decisions taken by the Steering Group/ Working Group to various members

DIR (Admn) DS (LR) DS (M&E) US (LR) SO (M&E) SO (LR) A representative of IFD	Members	Ensuring that service standards as laid down in the charter are being implemented in Land Reforms Division
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6.2. This Department has no Responsibility Centre, hence, no Implementation Committee other than the above are necessary.
