Sub: Recording of Grievances Online and Handling of Grievances at local levels

1. It is of utmost importance that districts convert all grievances received by phone, letter or in person to online grievances immediately. During the period 01 January to 18 February, 2016, only 412 grievances have been uploaded state-wide by beneficiaries, and no district or block unit is regularly updating the online grievance redressal mechanism. Unless all grievances are recorded online, the SPMU will be unable to generate a periodic analysis of grievances for the purpose of systemic review and remedial action.

2. It appears that beneficiaries’ queries and grievances are not being addressed in a methodical manner in districts, resulting in a high number of beneficiaries making phone-calls, sending complaint letters and even appearing in person at the State Project Management Unit at Bikash Bhavan, Salt Lake, Kolkata. The SPMU receives over 25 to 30 grievances per day, with questions ranging from eligibility, availability of forms, non-receipt of benefits, and non-cooperation of educational institutions.

In a smoothly handled process, it is expected that only issues related to policy are referred, not by individual beneficiaries, but by the DPMU. Cases of individuals approaching the SPMU should be extremely rare, and should always be accompanied by a letter from the DPMU.

3. I urge all districts to streamline their handling of grievances so that the maximum of grievances are addressed at local levels, (educational institutions and block levels), and as a last recourse addressed at district-level. To improve grievance handling, the districts shall:

   a. Ensure that DPMU, block level and sub-divisional level nodal officers’ phone numbers are liberally publicized through posters displayed on the notice board of every educational institution in the district.

   b. Ensure that all nodal officers adequately answer beneficiary queries and complaints.

   c. Ensure that all nodal officers conduct regular meetings with heads and nodal teachers of educational institutions to ensure that grievances are regularly addressed at local levels.

   d. Develop IEC material to clarify the enrollment, scrutiny, sanctioning and bank transfer procedures, so that the scheme’s processes are transparent to all. Such IEC should also give a realistic indication of the time frame of such processes, so that beneficiaries’ anxieties are dispelled.

This is for your information and necessary action.

Yours faithfully,

(Roshni Sen)
Secretary

Tel.: (+91 33) 2334 1563, Fax.: (+91 33) 2334 1918 , email: secdsw@gmail.com
www.wbcdwsw.gov.in