

# **GRIEVANCE HANDLING POLICY**

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## **1. Introduction**

This Grievance Handling Policy outlines the process for managing and resolving grievances submitted by individuals or entities engaged with our Sub-AUA/Sub-KUA services. The policy aims to ensure grievances are addressed promptly and effectively through a systematic process. The primary goal is to improve service delivery by providing accessible channels for grievance redressal and ensuring accountability at all levels.

This policy complies with the requirement for Sub-AUAs/Sub-KUAs to have a robust grievance mechanism, accessible through multiple channels such as a toll-free number, email communication, and an online grievance portal on the website.

## **2. Appointment of Nodal Officer**

### **a. General Public Grievances**

To ensure the effective management of grievances, the organization will have a **Nodal Officer for Public Grievances**. This officer will act as the prime point of contact for receiving, assessing, and monitoring the resolution of grievances. The Nodal Officer is responsible for ensuring that the grievance-handling process is efficiently implemented as per the policy framework.

### **b. Aadhaar Related Grievances**

The organization CISO (Chief Information Security officer) is the nodal officer for Aadhaar related grievances.

## **3. Role of the Nodal Public Grievance Officer**

The **Nodal Public Grievance Officer** will:

- Receive and log all grievances submitted through the toll-free number, email, or website.
- Coordinate with the relevant departments or teams to resolve grievances within defined timelines.

- Ensure that all grievances are categorized, tracked, and monitored throughout the resolution process.
  - Prepare reports on grievance trends, escalation status, and resolution outcomes for review by the management.
  - Escalate unresolved or critical issues to the Appellate Authorities as per the escalation process.
  - Maintain transparency by providing regular updates to the complainants regarding the status of their grievances.
- 4. Setting up a Dedicated Grievance Cell**

A **Grievance Cell** will be established under the guidance of the Nodal Officer to handle all grievances efficiently. This dedicated unit will:

- Be responsible for logging and tracking all grievances received.
- Ensure that grievances are routed to the appropriate departments for investigation and resolution.
- Ensure consistent communication with complainants to update them on the status and outcomes of their grievances.
- Regularly audit the grievance process to ensure compliance with this policy and improve overall grievance handling practices.

**5. Aadhaar Grievance Redressal Mechanism**

- Aadhaar number holders with grievances about the processing can contact the organisation's CISO via multiple channels like on the website, through phone, email etc.
- Reasonable measures shall be taken to inform the residents / customers / individuals about the CISO and its contact details;
- The contact details of CISO and the format for filing the complaint shall be displayed on the organisations' website and other such mediums that are commonly used for interaction with the residents / customers / individuals;
- Where the medium of interaction is not electronic (such as physical), Poster / Notice board that is prominently visible shall be used to display the name of CISO and contact details;
- If any issue is not resolved through consultation with the management of DSLR, Aadhaar number holders can seek redressal by way of mechanisms as specified in Section 33B of the Aadhaar (Targeted delivery of financial and Other Subsidies, Benefits and Services Act, 2016 (Central Act 18 of 2016).

## 6. Timelines for Resolving Grievances

To ensure timely redressal, the following timelines will be adhered to:

- Acknowledgement of the grievance: **Within 2 working days** from the date of receipt of the grievance.
- Resolution of general grievances: **Within 7 working days** from the date of acknowledgement.
- Resolution of complex grievances or those requiring further investigation: **Within 30 working days** from the date of acknowledgement.
- Extension in exceptional cases: If resolution of a grievance requires more than 30 days, the complainant will be informed with an explanation and an expected date for resolution.

## 7. Escalation Process: Appointment of Appellate Authorities

In cases where grievances are not resolved satisfactorily within the stipulated time frame, the grievance will be escalated to the **Appellate Authorities**. These authorities will:

- Review the grievance and the actions taken by the Grievance Cell and the Nodal Officer.
- Provide an independent assessment and ensure that the grievance is resolved appropriately.
- The Appellate Authorities must resolve escalated grievances within **15 working days** of escalation.

## 8. Redressal/Closure of Grievances

Grievances will be closed once the following conditions are met:

- The grievance has been addressed and a resolution has been communicated to the complainant.
- The complainant is satisfied with the resolution and acknowledges the closure of the grievance.
- In cases where the complainant does not respond within **10 days** of the resolution being communicated, the grievance will be considered closed.
- The department reserves the right to close a complaint as deemed to be bogus by the authority concerned within **5 days** of receiving the complaint.

A record of the grievance and its resolution will be maintained for audit and analysis purposes.

#### **9. Feedback on Disposed Grievances**

Upon the closure of grievances, feedback will be collected from the complainant to:

- Gauge their satisfaction with the grievance handling process.
- Identify any areas for improvement in communication, responsiveness, or issue resolution.
- Provide insights into the overall performance of the grievance handling mechanism.

Feedback data will be analyzed regularly to enhance the effectiveness of the grievance management system.

#### **10. Analysis of Grievances to Review Impact of Schemes/Programs and Scope for Improvements**

Grievances will be periodically reviewed to:

- Analyze trends and identify recurring issues or bottlenecks in service delivery.
- Assess the impact of various schemes, programs, and processes on the stakeholder experience.
- Propose policy or operational changes to improve service delivery and address underlying issues causing grievances.
- Provide management with insights on areas requiring attention or improvement.

## **11. Communication and Awareness**

To ensure that the grievance handling process is accessible to all stakeholders, the organization will:

- Widely publicize the grievance channels (toll-free number, email, and website) through multiple mediums.
- Provide clear instructions on how to file grievances and the expected resolution timelines.
- Ensure that all stakeholders are aware of their rights to lodge grievances and the process for doing so.
- Offer guidance on escalating unresolved grievances to higher authorities if necessary.

## **12. Training and Capacity Building**

The organization will invest in the training and capacity building of the grievance-handling staff, ensuring they are equipped to:

- Behavioural politeness during interaction with complainants
- Handle grievances efficiently and sensitively.
- Provide courteous and professional service to complainants.
- Utilize the grievance-tracking system and maintain accurate records.
- Stay informed of any updates in the grievance-handling process and incorporate best practices to improve efficiency.

Regular training sessions will be conducted to improve the effectiveness of the grievance resolution process and ensure continuous improvement in service delivery.

**End of Document**

