



## GOVERNMENT OF KERALA

### Abstract

Local Self Government Department – Public Grievance – Approved guidelines for the online Public Grievance Redressal mechanism for LSGD - Orders issued.

### **LOCAL SELF GOVERNMENT (EPA) DEPARTMENT**

G.O.(Rt)No. 299/2017/LSGD

Dated, Thiruvananthapuram, 02.02.2017

### **ORDER**

Government is implementing a Public Grievance Redressal System for Local Self Government Institutions with the objective to monitor and redress / reply to all grievances received in the department at any level in a transparent way. Online Public Grievance Redressal mechanism named '**For the People**' has been initiated by LSGD with an aim to improve quality of local governess, responsiveness and efficiency and to make the Local Self Government institutions corruption free. The main intent is to make available better services to the citizens of the State in a timely manner and to promote citizen engagement in service delivery.

As part of the system, facility is provided to the citizens to post their complaints / suggestions related to various services from the LSGD and its departments and corruption charges online. Information related to local self-Government institutions regarding nepotism, undue delay in service delivery or corruption cases may be reported through the system with evidence.

In order to ensure smooth, uninterrupted, fast and transparent redressal / reply to all the complaints received, the stake holders have to play a major roll. All department heads should supervise the activities and ensure that the complaints are monitored and timely action is being taken by the respective authorities. For this purpose a work flow has to be issued.

The roles and responsibilities of Processing officers, Investigating officers, and Approving officers are mentioned below. Officials have to be assigned in every office which is part of the work flow. In this circumstances Government are pleased to issue the following work flow on the complaint received through the Public Grievance Redressal Portal in various Department / Offices.

#### **1. Panchayat Department**

##### **a. Service related grievances**

In every Panchayat a nodal point for moderating the grievances need to be designated and it is decided to fix this responsibility with the **Junior Superintendent (JS) / Head Clerk** as the case may be in the Panchayat for grievances other than corruption charges.

Workflow within the office: <b>Junior Superintendent (JS) &gt; Section Clerk &gt; JS &gt; Secretary</b>	
<b>JS</b>	Assigns for processing/investigation to Section Clerk.
<b>Section Clerk</b>	Investigate and submit action taken report.
<b>JS</b>	Verifies and recommends for approval.
<b>Secretary</b>	Approves the reply with or without modifications so that it is available online to the applicant.

**b. Corruption complaints**

Grievances regarding corruption are routed to focal point at Deputy Directorate of Panchayats at District level. In the DD Office, **Junior Superintendent** shall be the Nodal Officer for processing the complaints received.

Workflow within the <b>DD office</b> for grievances w.r.to corruption will be, <b>Junior Superintendent (JS) &gt; Assistant Director &gt; DD</b>	
<b>JS</b>	Process (Forward with comments)
<b>Assistant Director</b>	Investigate and prepare action to be taken
<b>DD</b>	Recommend the action to be taken to Director of Panchayat

Work flow within the <b>DP office</b> for grievances w.r.to corruption will be, <b>JS (Vigilance) &gt; Additional Director &gt; Director</b>	
<b>JS</b>	Process (Forward with comments).
<b>Additional Director</b>	Verify the recommended action and put up for approval.
<b>Director</b>	Approve the action to be taken (Since manual file processing is followed at the Directorate of Panchayat, further processing shall be carried out in the manual file system).

**2. Urban Affairs (Municipalities and Corporations)**

**a. Service related grievances**

In every Municipality / Corporation a nodal point for moderating the grievances need to be designated, and it is decided to fix this responsibility as listed below for grievances other than corruption charges.

**Nodal Officers (Moderator):**

**Grade 1 Municipalities** : PA to Secretary  
**Grade 2 / 3 Municipalities** : Superintendent General  
**Corporations** : Additional Secretary

Workflow within <b>Grade 1 Municipality:</b> <b>PA to Secretary &gt; Section Clerk &gt; JS &gt; Secretary</b>	
<b>PA to Secretary</b>	Assigns for processing/investigation to section clerk
<b>Section Clerk</b>	Investigate and submit action taken report.
<b>JS</b>	Verify and recommend for approval.
<b>Secretary</b>	Approves the reply with or without modifications so that it is available online to the applicant.

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Workflow within <b>Grade 2 / 3 Municipality:</b> <b>Superintendent General &gt; Section Clerk &gt; JS &gt; Secretary</b>	
<b>Superintendent General</b>	Assigns for processing/investigation to section clerk.
<b>Section Clerk</b>	Investigate and submit action taken report.
<b>JS</b>	Verify and recommend for approval.
<b>Secretary</b>	Approves the reply with or without modifications so that it is available online to the applicant.

Workflow within <b>Corporation:</b> <b>Additional Secretary &gt; Section Clerk &gt; JS &gt; Secretary</b>	
<b>Additional Secretary</b>	Assigns for processing/investigation to section clerk.
<b>Section Clerk</b>	Investigate and submit action taken report.
<b>JS</b>	Verify and recommend for approval.
<b>Secretary</b>	Approves the reply with or without modifications so that it is available online to the applicant.

**b. Corruption complaints**

Such grievances are routed to Regional Joint Director (RJD) office. **Superintendent** at RJD office is proposed as the nodal officer for processing.

**O/o Regional Joint Director (RJD)**

**Superintendent** at RJD office may be designated as the nodal officer for processing.

Workflow within the RJD office for grievances w.r.to corruption will be, <b>Superintendent &gt; Clerk &gt; Superintendent &gt; RJD</b>	
<b>Clerk</b>	Investigate and submit action to be taken.
<b>Superintendent</b>	Assigns for processing/investigation to section clerk.
<b>Superintendent</b>	Verify the report prepared and put up to RJD for approval.
<b>RJD</b>	Recommend the action to be taken to Director Urban Affairs.

**O/o Director Urban Affairs**

In the Director office, **Administrative Assistant** may be designated as the nodal officer for processing the recommendations received from RJD Office against grievances w.r.to corruption.

Workflow within the Director office for grievances w.r.to corruption will be, <b>Admin Assistant &gt; Clerk &gt; Superintendent &gt; JD &gt; Director</b>	
<b>Admin Assistant</b>	Assigns for processing/investigation to section clerk.
<b>Clerk</b>	Investigate and prepare action to be taken.
<b>Superintendent</b>	Verify the report prepared and put up to RJD for approval.
<b>JD</b>	Verify the recommended action and put up for approval.
<b>Director</b>	Approve the action to be taken.

### 3. Rural Development Department

#### a. **Service related grievances**

In the Block Development Office (BDO) a nodal point for moderating the grievances need to be designated. It is proposed to fix this responsibility with **Senior Joint BDO**.

**Nodal Officer (moderator):**

**BDO Office: Senior Joint BDO**

Workflow within the BDO office can be like, <b>Sr. Jnt. BDO &gt; Extension Officer &gt; Sr. Jnt. BDO &gt; BDO</b>	
<b>Sr. Jnt. BDO</b>	Assigns for processing/investigation to extension officer.
<b>Extension Officer (Housing / Women Welfare / General)</b>	Investigate and submit action taken report
<b>Sr. Jnt. BDO</b>	Verify and recommend for approval.
<b>BDO</b>	Approves the reply with or without modifications so that it is available online to the applicant.

#### b. **Corruption complaints**

**Approving authority** for action to be taken against the corruption charges is ADC General if the charges are against employees in BDO.

**Approving authority** for action to be taken against corruption charges is **Commissioner Rural Development** if the charges are against District Officials.

**O/o ADC**

ADC may be designated as the nodal officer for processing.

Work flow within the District office for grievances w.r.to corruption may be, <b>ADC &gt; ADC(PA) &gt; ADC</b>	
<b>ADC</b>	Process (Forward with comments).
<b>ADC(PA)</b>	Investigate and prepare action to be taken.
<b>ADC</b>	Approve the action to be taken.

**O/o Commissioner Rural Development**

In the Commissioner office, **JDC (Establishment)** may be designated as the nodal officer for processing the grievances w.r.to corruption against District Officials.

Workflow within the Commissioner office for grievances w.r.to corruption will be, <b>JDC (Establishment) &gt; JDC / ADC &gt; Addl Commissioner &gt; Commissioner</b>	
<b>JDC (Establishment)</b>	Process (Forward with comments).
<b>JDC / ADC</b>	Investigate and prepare action to be taken.
<b>Addl Commissioner</b>	Verify the report prepared and put up to Commissioner for approval.
<b>Commissioner</b>	Approves the action to be taken.

1. **Town and Country Planning**  
 a. **Service related grievances**

i. **Grievances regarding services granted by the District Officers of the Department**

It is proposed to receive complaints related to the orders (with regard to concurrence/layout & usage of plot approval) issued by the District Offices in the respective District offices.

**Nodal Officer (moderator):** Designated Clerk

Workflow within District Offices: <b>Section Clerk &gt; Section Superintendent/ Head Clerk/ Clerk &gt; TP/Dy.TP/ATP &gt; District Officer</b>	
<b>Section Clerk</b>	Receives the complaints and transmits the received complaints to the concerned Section Superintendent /Head Clerk/Clerk.
<b>Section Superintendent/ Head Clerk/Clerk</b>	Investigates and prepares Action Taken Report and submits to TP/Dy.TP/ATP
<b>TP/Dy.TP/ATP</b>	Recommend the Action Taken Report with or without modifications and submits to District Officer
<b>District Officer</b>	Approves the report with or without modifications so that it is available online to the applicant.

ii. **Grievances regarding services granted by the Chief Town Planner**

It is proposed to receive complaints related to the orders (with regard to concurrence/layout & usage of plot approval) issued by the Chief Town Planner in the office of the Chief Town Planner.

**Nodal Officer (moderator):** Junior Superintendent (E Section)

Workflow within District Offices: <b>JS (E Section)&gt;Section Superintendent/Clerk &gt;Dy.TP/ATP&gt;Additional Chief Town Planner &gt;Chief Town Planner</b>	
<b>JS (E Section)</b>	Receives the complaints and transmits the received complaints to the concerned Section Superintendent /Clerk.
<b>Section Superintendent/ Clerk</b>	Investigates and prepares Action Taken Report and submits to Dy.TP/ATP
<b>Dy.TP/ATP</b>	Verifies, recommends for approval with or without modifications and forwards the report to ACTP.
<b>Additional Chief Town Planner</b>	Verifies, recommends for approval with or without modifications and forwards the report to CTP.
<b>Chief Town Planner</b>	Approves the report with or without modifications so that it is available online to the applicant.

b. **Corruption complaints**

All the complaints with respect to corruption against employees are received in the CTP Office.

**Nodal officer in CTP Office:** Junior Superintendent (E Section)

Workflow within CTP office:

**JS (E Section) > Additional CTP > AO/FO/STP > Additional CTP > CTP > Secretary LSGD**

<b>JS (E Section)</b>	Receives the complaints and transmits the received complaints to Additional CTP with the available details (files) in the office.
<b>Additional Chief Town Planner</b>	<ol style="list-style-type: none"><li>1. In case of complaints against officials of District Offices other than District Officer, forwards the complaint to District officer for comments. After receiving the report from the District officer, forwards the report to AO/FO/STP for comments.</li><li>2. In case of complaints against District Officer and officials of the office of the Chief Town Planner, forwards the complaint to AO/FO/STP for comments.</li></ol> <p>(A.O. – Administrative Officer for comments on Administrative matters, F.O.- Finance Officer for comments on financial matters District Officer and S.T.P – Senior Town Planner for comments on Technical matters)</p>
<b>Additional Chief Town Planner</b>	Verifies and recommends the report from AO/FO/STP for approval with or without modifications.
<b>Chief Town Planner</b>	<ol style="list-style-type: none"><li>1. Approves the report with or without modifications so that it is available online to the applicant, in case of complaints received against officials for whom CTP is the appointing authority.</li><li>or</li><li>2. Forwards the report with or without modifications to Secretary, LSGD in respect of officials for whom Government is the appointing authority.</li></ol>

## **5. LSGD Engineering Wing**

### **a. Service related grievances**

It is proposed to receive all complaints in the respective offices (ie; Panchayats, Municipalities & Corporations) directly

- **Nodal Officer in Grama Panchayat AE Office:** AE (Asst. Engineer)
- **Nodal Officer in Municipality:** Head of Engineering wing (It can be EE, (Executive Engineer), AEE (Asst Executive Engineer) or AE (Asst Engineer))
- **Nodal Officer in Corporation Office:** Executive Engineer (EE)

#### **1) Workflow in Grama Panchayath**

Work flow within the Assistant Engineer (AE) Grama Panchayath office can be like,

**Nodal Officer in AE Office: AE (Asst Engineer)**

**AE > Concerned Overseer**

Work flow within the Assistant Engineer (AE) Grama Panchayath office can be like,

**Nodal Officer in AE Office: AE (Asst Engineer)**

**AE > Concerned Overseer**

#### **2) Workflow in Municipality**

**Nodal Officer in Municipality: Head of Engineering wing (It can be EE, (Executive Engineer), AEE (Asst Executive Engineer) or AE (Asst Engineer) (Executive Engineer).**

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a) If head of the Engg wing (Nodal officer) (EE/AEE)  
Nodal Officer > AE > Concerned Overseer (If available)

b) If head of the Engg wing (Nodal officer) (AE)  
Nodal Officer > Concerned Overseer

3) **Workflow in Municipal Corporation**

(Superintending Engineer (SE) is the Head of the Engineering wing in Corporations except newly formed Kannur Corporation)

**Nodal Officer in Corporation Office: Executive Engineer (EE)**

**EE > AEE > AE > Concerned Overseer (If available)**

b. **Corruption complaints**

i. **Complaints against officials below the level of EE**

Complaints with respect to corruption against employees up to the level of EE will be submitted to the respective **Zonal offices**.

Workflow within the **Zonal office** can be like,

**Nodal Officer in Zonal office: SE**

**SE > EE > SE**

**SE** – Forward to EE

**EE** – Investigate and prepare reply

**SE** – Approve action to be taken

ii. **Complaints against EE, SE and officials of CE Office**

Complaints with respect to corruption against employees above the level of EE will be submitted to the **CE Office**.

Work flow within the **Chief Engineer (CE) office** is,

**Nodal Officer in CE Office: DyCE**

**DyCE > CE**

**DyCE** – Investigate and prepare reply

**CE** – Approve

6. **O/o the Secretary Local Self Government Department.**

In the LSGD Secretary's office, **Section Officer (SO)** may be designated as the nodal officer for processing the recommendations received against grievances w.r.to corruption.

Workflow within the LSGD for grievances w.r.to corruption will be, <b>Section Officer &gt; Assistant &gt; Section Officer &gt; US &gt; DS &gt; Secretary.</b>	
<b>Concerned Section Officer</b>	Process (Forward with comments).
<b>Concerned Assistant</b>	Investigate and prepare action to be taken.
<b>Concerned Section Officer</b>	Verify the report prepared and forward to US.
<b>Concerned US</b>	Verify the recommended action and forward to DyS.
<b>Concerned DS</b>	Verify the recommended action and forward to Secretary for approval.
<b>Concerned Secretary/ Principal Secretary, LSGD</b>	Approve the action to be taken.

**7. O/o the Minister for Panchayaths, Municipalities & Corporations, Rural Development, Welfare of Minorities, WAKF & HAJ Department.**

Nodal Officer – Person on deputatin from National Informatic Centre. Nodal Officers will be nominated by the Hon'ble Minister, Local Self Government Department and track the cases who will report to the Hon'ble Minister directly. He will also function as the Help Desk for the 'For the People' Portal.

**Role of Portal Administrators**

**1. State Department Administrator**

Identify a state level user in each department and assign the State Department Administrator privilege to this user.

This user can create Department District Administrator / Department District Supervisor.

**2. District Department Administrator**

Identify a district level user in every district for each department and assign the District Department Administrator privilege to this user.

**This user can create the following logins in their respective districts.**

1. Can create PG Office Admin in each office in the respective districts.
2. Can reset password of any of the department users in that district.

**3. PG Office Admin**

PG office admin can create:

1. Different sections in their office
2. Seats under different sections
3. Workflow users in the office and assign required privileges to that user.

An office will be listed to the citizen for application submission only when a PG Processing privileged user is created in that office.

Note: In the absence of PG Office admin District Department Administrator / State Department Administrator can create users in a particular office and assign required workflow based privileges to that user.

**4. Privileges of Department Users**

Privilege types comes under *Department Users* category are

- ▣ PG Processing Authority
- ▣ PG Investigating Authority
- ▣ PG Approval Authority
- ▣ PG Office Admin
- ▣ PG Prepare ER
- ▣ PG Approve ER



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Privileges listed above can be set by the PG Office Admin. More than one officer can be set with the above privileges in an office.

### **PG Processing Authority**

PG Processing Authority is the user designated as the Nodal Officers in each office who receives the applications in that office. All applications routed to an office will be listed under the 'My Files' of the PG Processing Authority.

### **PG Investigating Authority**

PG Investigating Authority is the users designated for enquiring the grievance and prepare action taken report (ATR). All applications marked for investigation will be listed under the 'My Files' of the PG Investigating Authority.

### **PG Approval Authority**

PG Approval Authority is the users designated for approving the ATR. All applications marked for approval will be listed under the 'My Files' of the PG Approval Authority.

### **PG Prepare ER**

To process some applications there may be a need for collecting reports from other offices. For this purpose the application has to be forwarded to another office. Applications forwarded for enquiry will be listed in the Processing Officer login under 'My Files'. Processing officer will forward the application to the 'PG Prepare ER' authority. The officer with 'PG Prepare ER' privilege can prepare the enquiry report and submit to the approval officer in that office.

### **PG Approve ER**

Officer with 'PG Approve ER' privilege can approve the enquiry report prepared by the PG Prepare ER authority. Once it is approved the application will be forwarded to the parent office from where the application is received for enquiry.

## **Role of Supervisors**

Privilege types comes under **Supervisory** categories are

- ▣ LSGD Government Supervisory
- ▣ Department State supervisory
- ▣ Department District Supervisory

The PG applications which are not redressed / reply not given will be listed on the dash board of the higher authorities for supervision. The higher authority here means the officers for whom the 'Supervisory' privilege is assigned. A departmental

higher authority can supervise the complaints received within his / her jurisdiction. If the supervisory is at Government level, say the Minister / Principal Secretary / Special Secretary / Secretary the dash board will list applications of all departments.

Supervisory officer can enter Instructions / Directions to the redressing authority where the application is currently pending. The instruction / direction thus entered will become part of the file and will be displayed to the authority currently holding the file. An SMS will be send to the approving authority stating that there is a direction from higher officials on a pending application in the office.

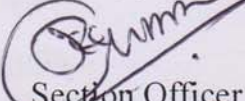
(By order of the Governor)

**V.K. BABY**  
**SPECIAL SECRETARY**

To

The Director of Panchayats, Thiruvananthapuram.  
The Director of Urban Affairs, Thiruvananthapuram.  
The Commissioner , Rural Development, Thiruvananthapuram.  
The Chief Town Planner, Thiruvananthapuram.  
The Chief Engineer, LSGD (Engineering Wing), Thiruvananthapuram.  
The State Informatic Officer, NIC, Thiruvananthapuram..  
The Director, IT Mission, Thiruvananthapuram.  
The Principal A.G(A&E/Audit),Kerala, Thiruvananthapuram.  
The AG(LB&A),Kerala Thiruvananthapuram.  
All Sections in the Local Self-Government Department.  
The Web & New Media Wing, I&PRD (for publishing in the website)  
The Director, Information Kerala Mission for publishing in the website.  
SF/OC.

Forwarded/By Order

  
Section Officer

Copy to :

The PS to Minister (LSGD)  
The Secretary, IT Department (with CL for kind information and instruction if any)  
The PA to Principal Secretary, LSGD.  
The CA to Special Secretary, LSGD.