

I/116812/2021

PROCEEDINGS OF THE GOVERNMENT OF KARNATAKA

Subject: Guidelines for implementation of Integrated
Public Grievance Redressal System.

READ:

- 1) Government Order No. DPAR 7 PRJ 2018, dated: 28-9-2018
- 2) Government Order No. DPAR 29 PRJ 2020, dated: 6-12-2020

PREAMBLE:

An announcement was made in the budget speech of July, 2018 that the State should have a comprehensive and robust Integrated Public Grievance Redressal System (iPGRS) for the public to register their grievances / complaints. As per the orders read at (1) above, a High-Level Committee, including the Additional Chief Secretaries / Principal Secretaries/Secretaries of various Departments, has been constituted under the Chairmanship of the Additional Chief Secretary of the Government to provide the design for the iPGRS software to the Department of Personnel and Administrative Reforms (e-Governance). As per the recommendations of the Committee, the software for the integrated Public Grievance Redressal System has been designed by Centre for e-Governance and developed by the Centre for Smart Governance under Department of Personnel and Administrative Reforms(e-Governance).

As per the Order of the Hon'ble High Court of Karnataka in the Case No: 41189/2012 dated 19-03-2020 the Government Order read at (2) above has been issued to implement an Integrated Public Grievance Redressal System (iPGRS) in the State for both citizens and Government employees.

The new Integrated Public Grievance Redressal System is available on the erstwhile Janaspanda portal (<https://espondana.karnataka.gov.in> or <https://ipgrs.karnataka.gov.in>) for public to register their grievances. This unified Public Grievance Redressal System is available as a web portal, a mobile application and helpline on 1902. Even in villages where there is no internet system, the public can call the 1902 helpline and file a complaint/grievance. Grievances received from the public are sent directly to the Last Mile Functionaries (LMF) of the respective Department for that particular service. It is mandatory that the LMFs have to resolve the complaint within the stipulated timeframe and submit an "Action Taken Report" (ATR) in the software. Grievances which are not redressed within the prescribed timeline by the LMF are automatically escalated to the higher authority -Level 2 (L2) Officer and again to the next authority -Level 3 (L3) Officer if L2 fails.L2 & L3 officers are responsible for quality disposal of public grievances and the working style of their sub-ordinate LMF & L2 Officers and hence it is necessary for the L2 & L3 Officers to ensure that the LMF & L2 officers are not showing any lapse, delay or irresponsibility in redressal of public grievances.

Therefore, in order to create a positive opinion about the Government among the public, all the Officers of all the Departments, Boards & Corporations, Public Undertakings, Authorities, Autonomous Bodies, Grant-in-Aid Institutions, Universities have to examine the grievances of the citizens, listen to the citizens' problems and resolve their grievances in the most satisfactory manner as per the prevailing laws and rules, within the stipulated time.

The Government has considered the above and hence the following order.

Government Order No. DPAR 29 PRJ 2020
Bengaluru, Dated: 09-08-2021

As explained in the preamble, all types of grievances except the emergency services, (such as police / fire / ambulance / disaster relief helpline number: 100, 101, 108, 1912, etc.) and commercial service operated helpline / complaint systems (all ESCOMS, water and sanitation) are to be mandatorily received in the Integrated Public Grievance Redressal System only.

Every staff and officer must login to the Integrated Public Grievance Redressal software everyday, review pending public grievances in their account and redress the same in accordance with the guidelines set out from time to time, on priority. Action Taken Report (ATR) in the process of grievance redressal shall be filed in the iPGRS portal itself.

"Action Taken Report" must be submitted in the software itself. If the grievance is not redressed within the stipulated time, it will be automatically escalated to the next officer in the hierarchy. A system generated "Show Cause Notice" will be issued to the officer/employee who does not take action within time. There will be an option in the portal for notice receiving officer to file his explanation. L2 & L3 officers shall be responsible for quality disposal of public grievances and the working style of their sub-ordinate LMF & L2 Officers and hence it is necessary for the L2 & L3 Officers to ensure that the LMF & L2 officers are not showing any lapse, delay or irresponsibility in redressal of public grievances.

The next authorities (L2 / L3) should take steps to ensure that disciplinary action is taken against such officer / employee who does not submit the ATR in the software within the stipulated time frame. If not complied, the Head of the Department / Board / Corporation/Public Undertaking/ Autonomous Bodies/Grant-in-aid Institutions shall take appropriate action against such L2 / L3 Officers who fail to initiate action against defaulting LMF.

Centre for e-Governance, Department of Personnel and Administrative Reforms (e-Governance) shall arrange for regular trainings regarding iPGRS software.

Whenever there is a new scheme / services of any Department and there are any changes in the prevailing scheme / service or criteria / application submission process, a comprehensive note shall be sent to the Project Management Unit (PMU) of the Integrated Public Grievance Redressal System in the Department of Personnel and Administrative Reform (e-Governance).

iPGRS is applicable to Karnataka Government Secretariat, all Government Departments, Boards & Corporations, Public Undertakings, Authorities, Autonomous Bodies, Grant-in-Aid Institutions and Universities.

Hence, all Departments, Boards & Corporations, Public Undertakings, Authorities, Autonomous Bodies, Grant-in-Aid Institutions, Universities are directed to take the following actions immediately for comprehensive and effective management of the public grievances received under this system:

1. Publish the details of the various avenues - Helpline number 1902, web portal link and mobile application details, available for citizens to register grievances in the integrated public grievance redressal system.
2. Mandate the agenda of Review of Public Grievance Redressal in all monthly and other review meetings conducted by the concerned Additional Chief Secretary / Principal Secretary / Secretary to Government and all other officers to ensure timely and qualitative redressal of the public grievances.
3. Review redressal of public grievances on priority in district tours and meeting by the District In Charge Secretaries/ Deputy Commissioners / Zilla Panchayat Administrator.
4. Appoint a Public Grievance Management Officer (PGMO) in all Government office and publish their details in the Office notice boards. The statistics of the grievances received, redressed and pending should also be published on the notice board everyday.

**By Order and in the name of the
Governor of Karnataka**


(M.N. SRIVATSA)

**Under Secretary to Government
Department of Personnel and Administrative
Reforms (e-Governance)**

To:

The Compiler, Karnataka Gazette to publish in the Extra-ordinary Gazette and to supply 50 copies to the Under Secretary to Government, Department of Personnel and Administrative Reforms (e-Governance), Room No:136, M.S.Building, Bangalore / The Chief Executive Officer, Centre for e-Governance, M.S.Building, Bangalore.

Copy to:

1. The Chief Secretary to Government of Karnataka, Vidhana Soudha, Bengaluru
2. The Additional Chief Secretary to Hon'ble Chief Minister, Vidhana Soudha, Bengaluru

3. The Additional Chief Secretary to Government, Vidhana Soudha, Bengaluru
4. The Additional Chief Secretary & Development Commissioner, Vidhana Soudha, Bengaluru
5. All Additional Chief Secretary / Principal Secretary / Secretary to Government, Vidhana Soudha / Vikasa Soudha / M.S. Building, Bengaluru
6. All Heads of Departments - through the concerned Additional Chief Secretary / Principal Secretary / Secretary to Government
7. All Boards / Corporations / Authorities/ Autonomous Bodies - through the concerned Additional Chief Secretary / Principal Secretary / Secretary to Government
8. All Deputy Commissioners/ Chief Executive Officers - through Principal Secretary to Government, Revenue Department
9. All Chief Executive Officers of Zilla Panchayats - through Principal Secretary to Government. Rural Development and Panchayat Raj Department
10. The Chief Executive Officer, Centre for e-Governance, M.S. Building, Bengaluru
11. The Personal Secretary to Additional Chief Secretary to Government, Department of Personnel and Administrative Reforms (e-Governance), M.S. Building, Bengaluru
12. The Personal Assistant to Additional Secretary to Government, Department of Personnel and Administrative Reforms (e-Governance), M.S. Building, Bengaluru
13. To publish in the Department Website.
14. Section Guard File.