

## O&M AND PUBLIC GRIEVANCES REDRESSAL

### O&M Unit



An information and facilitation counter (IFC) is functioning in the Department for effective and responsive administration as well as to provide information to the citizens regarding services and programmes, schemes, etc. supported by the Department. Material on varied subjects that would be useful to the general public has been kept at the counter. In addition to furnishing information, the IFC also receives public grievance petitions, which are then passed on to the concerned authorities.

13.1.2 As per the manual of office procedure, an annual organisation and method (O&M) inspection of all the Sections/Desks in the Department has been carried out and the corrective measures suggested by inspection officers implemented.

13.1.3 The Public Grievance Redressal Machinery in the Department is headed by the Joint Secretary (Administration). He is also designated as the Director of Grievances. Prompt action is taken on public grievances and they are referred to the concerned administrative units for early redressal. Periodic/monthly reviews are carried out by the Director of public grievances and necessary action taken. The Public Grievances Redressal and Monitoring System (PGRAMS), a web-based grievance redressal mechanism has also been put into operation.

13.1.4 A Staff Grievance Redressal Machinery is also functioning in the Department. Deputy Secretary (Administration) has been designated as the Staff Grievances Officer and is available between 3.00 p.m and 4.00 p.m for hearing the grievances and also for receiving the grievance petitions. In addition, Joint Secretary (Administration) is also available for this purpose between 11.00 a.m and 1.00 p.m on second Monday, failing which on the second Tuesday of every month. Employees of the Department can also ventilate their grievances to Secretary, Road Transport and Highways, any time. Prompt action is taken on such grievances for early redressal.

13.1.5 A Citizen's Charter disseminating information about the Department's work, the personnel to be contacted for additional information, settling grievances, etc., has been published and also placed on the Department's website, which is updated regularly.



## Record Cell

13.1.6 Due attention is paid to records management. During 2005-06 "Special Drives" were launched to record, review and weed out old records. 4481 files were reviewed and 1732 files were weeded out. All the old records over 25 years have been transferred to the National Archives of India (NAI) for permanent retention.

