

 CITIZEN CHARTER & GRIEVANCE REDRESSAL MECHANISM	Doc. No: SWSM/CC-GRM	Prepared By:	AMR <i>Hena</i>
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Ref.Clause 7.1			

Grievance Redressal Mechanism

(A) **Name and contact details of Public Grievance Officer**

1.	Mr. G.S. Raizada, General Consultant
2.	Helpline number- <ul style="list-style-type: none"> • Tele : 0522 - 2239428 • E-mail : swsmppo@gmail.com • Fax : 0522 - 2237709 • Toll Free No: 18001025030
3.	Grievance lodging: <ul style="list-style-type: none"> • By Post/fax/entry on website/e-mail/in person
4.	Expectation from complainant <ul style="list-style-type: none"> • Specific complaint giving relevant details
5.	Timeline for response <ul style="list-style-type: none"> • Acknowledgement and communication for additional information if needed- 15 days • Grievance settlement within 30 days

B) **Process of Appeal**

The following 2 levels of responsibility and appeal is proposed. If the grievance is not replied to, at lower level, the same may be pursued with the higher office.

<u>Type</u>	<u>Level-1</u>	<u>Level-2</u>	<u>Level-3</u>	<u>Level-4</u>
All	PGO level	CGO level Ms. Seema Kumar, MR, E-mail: swsmcgo@gmail.com	Ombudsman level Mr. Rajesh Mehtani, DBA/AMR, UPHDB, LKO E-mail: rajeshmehtani@yahoo.com	Executive Director, SWSM GOUP E-mail: ed.swsmupup@rediffmail.com
Timeline	30 days	15 days	07 days	07 days

S. No.	Type of Grievance	Time line for redress level-I	Time line for redress Level-II
1	Charter Related	30 days	15 days
2	Policy Related	Forwarded to Relevant Authority within 10 days of its receipt	---
3	Personnel Related	30 days	15 days
4	Vigilance Related	Forwarded to Relevant Authority within 10 days of its receipt.	---