

## **Redressal of Public Grievances**

Prompt redressal of public grievances is one of the top priorities of NABARD. Corporate Planning Department (CPD) is the Nodal Department for handling public grievances. A Grievance Cell is constituted in CPD at Head Office which works in coordination with the Grievance Cell set up at the Regional Offices (ROs) of NABARD.

The public grievances are received by CPD, HO through various means:

1. Centralized Public Grievances Redress and Monitoring System (CPGRAMS)
2. Integrated Grievance Redress Mechanism (INGRAM)
3. Web portal- <https://www.nabard.org/grievanceform.aspx> accessed through NABARD website viz. [www.nabard.org](http://www.nabard.org).
4. Grievances forwarded by RBI.
5. Public Grievances received through Post and email.

### **Mechanism for Public Grievance Redressal:**

CPD, Head Office has adopted the CPGRAMS Portal as a uniform mechanism for forwarding and monitoring public grievances. Once grievances is lodged on CPGRAMS Portal, a Unique Registration No is generated. An acknowledgement along with the Registration No. is triggered to the mail id and mobile no of the complainant. The complainant can track the status of complaint on the portal with same.

CPD has created Departments of NABARD, Head Office (HO) and the Regional Offices (ROs) of NABARD as subordinate organisations on CPGRAM Portal. All grievances are forwarded through the portal to HO Departments or RO depending on the nature of the complaint.

- Grievances against NABARD as entity: The grievances are forwarded to the concerned Departments of Head Office (HO) for redress.
- Grievances against PIA/CPs of NABARD funded projects: Project related grievances are forwarded to ROs for examination and resolution. The grievances are addressed in a fair and just manner and a reasoned reply is furnished to the optimum satisfaction of the complainant.
- Grievances against staff of NABARD: These grievances are forwarded either to Human Resource Development Department (HRMD) at HO or RO depending on the Competent Authority to decide the case.
- Grievances relating to Client Institutions: Grievances relating to client institutions viz., Regional Rural Bank (RRBs)/ Rural Cooperative Banks (RCBs) are forwarded to concerned Regional Offices.

All grievances are examined and a satisfactory explanation or resolution is forwarded to the complainant. The copy of the letter to the complainant is uploaded in the portal

and case is closed. If the complainant is not satisfied with the reply, he can lodge an appeal with Appellate Authority on CPGRAMS Portal.

### **Appointment of Grievance Nodal Officers**

'Grievance Nodal Officers' have been identified in all ROs/Departments of HO for managing and disposal of grievances.

Further, for effective monitoring, pending grievances are reviewed on a regular basis at both CPD HO and RO. A Memorandum on Status of Public Grievances is placed before the Executive Committee of the Board on an annual basis.

### **Timelines for Grievance Redressal:**

- As per GoI instructions, presently, the time line for redressal of public grievances is **21 days** from the date of receipt and diligent efforts are made to adhere to the same.
- The GoI regularly monitors and reviews the pendency of the public grievances.

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