

STANDARD OPERATING PROCEDURE (SOP)
FOR
GRIEVANCE REDRESSAL
AT
Land Ports



Land Ports Authority of India, New Delhi

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1. Need of SOP

Land Ports Authority of India (LPAI) recognizes the importance of maintaining a safe, secure, and harmonious environment for all its staff, users, including passengers, cargo vehicle drivers, and the public. LPAI has implemented a comprehensive grievance redressal mechanism that addresses various concerns and complaints that may arise during its operations.

LPAI's grievance redressal mechanism aims to handle a wide range of issues that may affect passengers, traders, and other users involved in cross-border movement at India's Land Ports. By providing a structured channel for addressing complaints and concerns, LPAI aims at enhancing the overall experience and satisfaction of all individuals interacting with its services and facilities.

1.1 Grievance

A grievance is any formal complaint or expression of dissatisfaction lodged by any user/staff of Land Ports regarding the facilities, accessibility, security, health and safety, service quality, poor management, cargo handling operations, or conduct within the land ports.

This SOP doesn't cover issues with respect to travel document, Immigration, Customs, BGF or any other stakeholders service provided at land port. Issues related to RTI applications, court related matters / subjudice matters, suggestions and disciplinary proceedings of Government employees are also not covered under this SOP.

1.2 Grievance Redressal

Grievance redressal refers to the systematic process of receiving, processing, and resolving complaints or grievances reported by stakeholders/public/staff. It encompasses actions taken to address and rectify issues raised to ensure the effective delivery of services.

2. Role of LPAI

Land Ports Authority of India (LPAI) and other agencies play crucial roles in managing passenger movement & cargo terminal operations at Integrated Check Posts (ICPs) along India's international land borders. Here's an overview of their roles and responsibilities:

Role of LPAI:

- LPAI is responsible for developing, managing, and maintaining land ports to facilitate cross-border movement of passengers and goods.
- provides state-of-the-art infrastructure at ICPs, including cargo terminal buildings, passenger terminal buildings, and mechanized equipment for cargo handling.
- LPAI coordinates the functions of various government agencies working at ICPs to ensure smooth operations.
- LPAI regulates the entry and exit of passengers and goods at ICPs.
- LPAI manages service facilities such as warehouses, parking areas, and other

amenities at ICPs.

- The LPAI Act of 2010 provides the legal framework for LPAI's operations, while other agencies function under their respective laws and regulations. LPAI's role as a coordinating body ensures that all agencies work together efficiently to facilitate cross-border trade and movement while maintaining necessary security protocols.

Further, the role of LPAI is not only related to promoting trade and passenger movement across the border, but also to develop the socio economic, cultural and educational aspects of the region by involving the local people and local administration. LPAI also facilitates conducting of the cross border meetings with officials of the neighboring countries and their respective traders and business delegates.

3. Grievance Redressal Framework

3.1 Types of Potential Grievances.

In the process of discharging its function as mandated in the LPAI Act 2010, various types of grievances arise as under:

ISSUE	GRIEVANCES
Service	<ul style="list-style-type: none"> ➢ Improper queuing or breaking of queuing ➢ Lack of staff to assist ➢ Harassment or unprofessional conduct by LPAI personnel ➢ Hygiene and cleanliness of facility ➢ Loss of cargo or theft during handling or loading or storage ➢ Porter/ pickup/ drop service at land port ➢ Lack of essential services such as drinking water, food counters, or medical assistance
Facility	<ul style="list-style-type: none"> ➢ Non-functioning equipment at the facility such as weighbridge, scanning machine, AC, conveyor, lifts, charging port, etc. ➢ Inadequate facilities for differently abled passengers ➢ Poor or confusing signage ➢ Insufficient seating/ parking space ➢ Lack of amenities such as toilet, sanitary napkin, changing station, Wi-Fi, or any other facility ➢ Lack of adequate rest areas, toilets, parking or any other essential facility ➢ Drinking Water, Electricity and Connectivity

Policy/ non-operational/ Mics.	<ul style="list-style-type: none"> ➢ Improper billing by the ICP ➢ Gender related grievances ➢ Safety non-compliance ➢ Any other policy related
Staff grievance	<ul style="list-style-type: none"> ➢ Grievances of regular employees. ➢ Grievance of contractual employees.
Vendor	<ul style="list-style-type: none"> ➢ Violation in tender procedure, favouritism, etc.

By identifying and addressing these potential grievances at various touchpoints, LPAI aims to enhance the overall experience for passengers and cargo vehicle drivers. Implementing a robust grievance redressal mechanism ensures that complaints are handled efficiently, effectively and transparently, contributing to the smooth and seamless operation of India's Land Ports.

3.2 Grievance Resolution Officer: -

- ❖ Director (Operations), LPAI [email i.d. grievances-lpai@lpai.gov.in] is designated as Grievance Resolution Officer (GRO). In his absence, Deputy Secretary (Administration) will act as GRO
 - ❖ First working day of every month will be observed as **NO MEETING** day in LPAI HQ when GRO should be available in his room from 10 hrs to 13 hrs to receive and hear public grievances. Field level officers/Manager, ICP shall also observe first working day of every month as a **NO MEETING** day to hear public grievances.
 - ❖ Deal with every grievance in a fair, objective and just manner.
 - ❖ Grievance received at field /ICPs to be redressed by Manager concerned and a report along with a copy of the complaint shall be forwarded by the Manager to the Grievance Redressal Officer in LPAI HQ.
 - ❖ If the content of the complaint is beyond his purview, he will forward the complaint to the GRO for appropriate action.
 - ❖ Keeping in view seriousness of certain complaint, the GRO will suo motu take up the matter for examination and disposal.
 - ❖ Analyse public grievances received to help identification of the grievance prone areas in which modification of policies and procedures could be undertaken with a view to making the delivery of services easier and more expeditious.
 - ❖ Issue booklets/pamphlets about the schemes/services available to the public indicating the procedure and manner in which these can be availed and the right authority to be contacted for service as also the grievance redressal authority.
 - ❖ Pick up grievances appearing in newspaper columns which relate to LPAI and take remedial action on them in a time bound manner.
 - ❖ Strengthen the machinery for Redress of Public Grievances through strictly observing **NO MEETING** day on the first working day of every month, displaying name, designation, room number, telephone number etc. of GRO/ICP Manager at the reception and other

convenient places, placing a locked complaint box at reception, and giving more publicity about the grievance redressal machinery, etc.

- ❖ The GRO will also deal with Staff Grievance and take appropriate action to redress the grievance with the approval of Competent Authority.
- ❖ GRO will act as nodal officer to include the Public Grievances work and receipt/disposal statistics relating to redress of public grievances in the Annual Action Plan and Annual Administrative Report of LPAI.
- ❖ Petitions/complaints on public grievances and staff grievances shall be disposed of and appropriate reply sent to the complainant **within one month** of receipt of the Complaint and all concerned shall strictly adhere to such time limits.
- ❖ Issue a reasoned and a speaking reply for every grievance rejected after a decision is taken by the competent authority.

3.3 Nodal Appellate Authority

Secretary, LPAI [grievances-lpai@lpai.gov.in] is designated as Nodal Appellate Authority. If any petitioner/complainant is not satisfied with the reply of GRO, he may file an appeal with Nodal Appellate authority.

4. Grievance Lodging Process

The grievance lodging process at the Land Ports Authority of India (LPAI) is designed so as to make it accessible, transparent and efficient mechanism ensuring easy lodging and tracking of complaints. This section outlines the steps and channels available for lodging of grievances.

4.1 Authorized Agencies of GoI

Though the grievances of the public are received at various points in the Government of India, there are designated nodal agencies in the government apart from the Department of Administrative Reforms and Public Grievances, for handling of public grievances. The aggrieved person can lodge complaint with these organizations also.

4.2 Online Grievance Portal

Access: LPAI utilizes the CPGRAMS platform for online receipt and disposal of public grievances. This system allows for the submission of grievances from anywhere, at any time, and facilitates tracking through a unique registration number. Grievances can be submitted through the online portal which can be accessed through the given link: www.pgpportal.gov.in.

4.3 Offline Grievance Submissions

Individuals who prefer to submit their grievances through alternative channels have several options at their disposal. These diverse submission methods are designed to accommodate various preferences and ensure accessibility for all users.

The available alternatives include:

- (i) **Physical Submission:** Land Port users can also submit grievances in person at designated grievance redressal desks located within ICPs and LPAI offices.
- (ii) **Via Email:** Grievances can be filled via email as well as on the given email address: grievances-lpai@lpai.gov.in
- (iii) **Drop Boxes:** Secure drop boxes are available for stakeholders both in LPAI Head Quarter and ICPs for submission of grievance petitions.

Note: The grievance petitions should contain the following information irrespective of mode of submission: -

Name of the Complainant :

Son /daughter/wife of :

e-mail i.d.: Telephone/Mobile No:.....

Complete Address for communication: - House No.....Village/Town.....

District:.....City:.....State:.....PIN No:.....

5. Procedure for Handling Grievances

Stage 1: Once the grievance/complaint is submitted through any of these methods, it is first received by the ICP Manager or GRO as the case may be.

- (i) The receiving Authority is required to establish the bonafides of the complainant by sending a letter through registered post or speed post in the address of the complainant. If no response is received within fifteen days, a reminder shall be sent in the given address. If still no response is received even after lapse of fifteen days from the date of issue of reminder, the complaint shall be treated as pseudonymous and forwarded to GRO for closure. Since as per existing Government of India Guidelines no action is to be taken on pseudonymous or anonymous complaint, the Complainant should indicate their correct address, telephone number or e-mail i.d. so that appropriate action can be taken by the Competent Authority in LPAI and a reply can be sent to the complainant resolving the issue.
- (ii) If the Complaint is actionable i.e. not pseudonymous or anonymous, The ICP Manager then forwards a copy of the grievance to the GRO, LPAI. This ensures that the grievance is directed to the appropriate authority for resolution.
- (iii) During the investigation process, it is essential to pose specific pre-defined queries to ensure a comprehensive and systematic review of the grievance. These queries help in gathering all relevant information and facilitate a fair resolution. Pre-defined queries such as the nature, when and where, individuals involved in the incident are looked up to.
- (iv) If the subject matter of the grievances comes within the purview of the Manager, ICP, the Manager shall send a copy of the grievance along with

- redressal report/order to the GRO at the LPAI headquarters.
- (v) If the nature of grievance does not come within the scope of the power/function of Manager, ICP, he shall forward the complaint to the GRO.
 - (vi) If any complaint is found to have any vigilance angle, the complaint should directly be forwarded to the CVO, LPAI by the Complainant or the Manager or GRO as the case may be. Any complaint containing allegation on corrupt practices by officers or employees of LPAI/ICPs like bribery, misappropriation, favouritism, nepotism, misuse of official machinery, violation of tender procedure and/or anybody facilitating such corrupt activities, etc. is said to have vigilance angle.
 - (vii) If any complaint regarding sexual harassment against regular or contractual employee is received, it should be forwarded to the Chairperson, Internal Complaint Committee on Sexual Harassment in LPAI.
 - (viii) **So far as Vigilance and Sexual Harassment cases/complaints are concerned, these will be dealt with by the competent authority as per rules on the subject.**

Stage 2: If the Petitioner is not satisfied with the reply of the ICP Manager he can further escalate the grievance by submitting it in writing to the GRO and if anybody is not satisfied with the reply of GRO he may send an appeal to the Secretary, Land Ports Authority of India.

6. Timeline for Resolution

The goal is to resolve the grievance within 30 days. If additional time is required due to the complexity of the issue, the complainant is informed, and the resolution period may be extended up to 90 days.

7. Escalation

The escalation process is designed to ensure that grievances are addressed promptly and effectively. The typical response time for complaints is 7 days.

Escalation level	Authority	Method of complaint	Time Frame
1 st level	ICP Manager	Hard copy / Online	7 days
2 nd level	GRO	Hard Copy/ Online	15 days
3 rd level	Secretary	Hard Copy/Online	30 days

8. Contacts: -

The Complaint/Petition should be addressed to the following officers: -

8.1 At LPAI HQ level: -

- **Grievance Redressal Officer/Director (Operations):**
Address: Land Ports Authority of India, 1st Floor, Lok Nayak Bhawan, Khan Market, New Delhi-110003 **Email:** grievances-lpai@lpai.gov.in
Telephone Number : 011-24340765

8.2 At ICP level: -

S. No.	Manager, Land Port	Contact No.	Email i.d.
1.	Agartala	0381-2328842 0381-2970007	icp.agt-lpai@gov.in
2.	Attari	0183-2990691	icp.atr-lpai@gov.in
3.	Dera Baba Nanak	01871-292374	icp.dbn@lpai.gov.in
4.	Jogbani	06455-242000	icp.jgn-lpai@gov.in
5.	Moreh	03872-264621	icpmoreh@lpai.gov.in
6.	Petrapole	8130305848 9456792211	Icp.ppl-lpai@gov.in
7.	Raxaul	06255-226111	icp.rxl-lpai@gov.in
8.	Srimantapur	0381-2917355	icp.srmp@lpai.gov.in
9.	Sutarkandi	8369346847 9833279008 6900520911	managerlpai.icpskd@gmail.com / arvind.akashi@gov.in / icp-skd@lpai.gov.in
10.	Dawki	8448125457	managerlpai.icpdawki@gmail.com
11.	Rupaidiaha	9839279037	icp-rup@lpai.gov.in
12.	Sabroom	9002157248	icp-sabroom@lpai.gov.in

This table provides a clear and organized view of the contact information for Land Port Managers. It allows easy reference when needing to contact a specific Land Port Manager for grievance registration or other inquiries.

Navigations and signages are available at every ICP to guide users to the "May I Help You" desk for any queries.

9. Conclusion

The establishment of a comprehensive grievance redressal mechanism at the Land Ports Authority of India (LPAI) is a testament to the organization's commitment to fostering a transparent, efficient, and harmonious environment for all stakeholders. By implementing a structured Standard Operating Procedure (SOP) for grievance redressal, LPAI ensures that complaints and concerns are addressed promptly and fairly, thereby enhancing stakeholder satisfaction and trust.

By adhering to these principles and procedures, LPAI not only resolves

individual grievances but also strengthens its overall operational framework, contributing to the efficient and seamless functioning of India's land ports. The commitment to a robust grievance redressal mechanism underscores LPAI's dedication to upholding the highest standards of governance, service delivery, and stakeholder engagement.
