My dear Colleague,

Sub: Monitoring of disposal of grievance cases pertaining to CBEC in the Meeting of PRAGATI reg CPGRAMS.

Kind reference is invited to my letter dated 29th January, 2016 and subsequent letters from the Board dated 9th February and 26th February, 2016 on the above subject.

In this regard, the Hon’ble Prime Minister has reviewed the grievances in the CPGRAM Portal of CBEC on 23.3.2016 during the monthly meeting of PRAGATI. The need for close monitoring of grievances and their speedy disposal/redressal was discussed. The Hon’ble PM highlighted the fact that no grievance should be pending beyond 60 days. The need to ensure satisfactory disposal of the grievance was also emphasized.

In this regards, you may please ensure that all grievances on the CPGRAM Portal are closely monitored at your level. Please ensure that these grievances are disposed of speedily and in any case within 60 days. You should also follow up and get in touch with the complainant to ascertain satisfaction levels. You may ensure that a report from the zone is sent in the format which has been prescribed earlier.

I must add that subsequent to the review meeting held by the Hon’ble Prime Minister in January, 2016 there has been a significant improvement in speed and quality of the disposal of the complaints filed in the CPGRAM Portal. I would urge you to ensure that we continue to maintain a close vigil and ensure expeditious disposal.

With regards,

Yours sincerely,

(Najib Shah)

All Chief Commissioner/Director Generals, CBEC
Dear Chief Commissioner,

Sub: Monitoring of disposal of grievance cases pertaining to CBEC in the meeting of PRAGATI – reg.

The Hon'ble Prime Minister reviewed the grievance redressal mechanism in CPGRAMS of CBEC on 27.01.2016 during the monthly meeting of PRAGATI.

2. During the course of the review, the Hon'ble Prime Minister has directed the following:-
   I. Strict action to be taken against officers against whom complaints are received regularly.
   II. Set up a system for top level monitoring of grievances immediately.
   III. Increased use of technology to reduce discretion of officers.

3. These directions were in the context of 26 grievances specifically identified by PMO for review. An analysis of the grievance disposal indicates that out of 26, 10 grievances were disposed off within the time frame of 60 days, 2 between 61-90 days, 7 between 91-180 days and remaining 7 between 181-365 days. The grievances ranged from allegations of harassment by departmental officers, delay in release of imported consignments, complaints and suggestions. It was seen that even though some of the complaints were specific to the extent of naming an officer, the formation concerned did not report/initiate any action/inquiry in this regard. This is unfortunate. You are aware that Grievance Redress Mechanism is part and parcel of the machinery of any administration. No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective grievance redress mechanism. In fact, the grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration.

4. In order to ensure that the directions of the Hon'ble Prime Minister are adhered to, the following procedure may be strictly followed:

All grievance representations received in the zone, either by mail, fax, e-mail should invariably be routed through the Pr. Commissioner/Commissioner before they go to concerned sections/divisions. At this stage the Pr. Commissioner/Commissioner...
should go through the representations and come to a prima-facie view regarding the gravity of the matter involved/nature of the grievance to facilitate monitoring. Action should be initiated to fix responsibility in each case of delay, default and dereliction of duty, and appropriate action taken against concerned personnel. You may also ensure that a meaningful review of the performance of grievance redress machinery of your zone is conducted on a monthly basis. This should include establishing contact with the complainant telephonically wherever the contact number is available to ascertain whether they are satisfied with the quality of disposal. It is expected that as the Chief Commissioner, you will apart from monitoring, follow up on at least 3 to 5 percent of grievances received to assess the efficacy of the grievance redressal mechanism.

5. I would also like to draw your attention to a study conducted by Quality Control of India on the grievance redress mechanism in CBEC. While the formal report has yet to be received, it is understood that the report has observed, inter alia, that the officers come late to office and also display an impatient attitude to the taxpayers. CBEC’s Citizens’ Charter lays down our commitment to be at the service of our country and its citizens and that we shall strive to carry out our tasks, with integrity, judiciousness, courtesy and understanding, uprightness and conscientiousness and promptness and efficiency, amongst others. I would urge you to impress upon our officers to scrupulously follow the standards laid down in the Charter.

6. All modern tax administrations are focused on taxpayer services and therefore, CBEC must give prominence to customer focus wherein all activities are designed to improve the experience of the taxpayers with the tax departments.

7. I would urge you to take necessary steps to ensure that the directions of the Hon’ble Prime Minister are followed in letter and spirit.

With best wishes,

Yours sincerely,

(Najib Shah)

All Chief Commissioners,
Customs/Central Excise/Service Tax
All Principal Commissioner i/c of Zones
All Director Generals

Copy to: All Members (CBEC) with a request to closely monitor quality and speed of disposal of grievances in their respective Zones/Jurisdictions.
To,
All Chief Commissioners/Directors General.

Sub.: Online system for monitoring the follow up action taken during the presentation made before the Prime Minister—Forwarding of minutes of PRAGATI meeting held on 27th Jan, 2016 for follow up action on the directions given by Hon’ble PM:-Reg.

Sir/Madam,

Attention is invited to Chairman’s D.O. letter of even number dated 29.01.2016. You are aware that the Hon’ble Prime Minister reviewed the grievance redressal mechanism of CPGRAMS of CBEC. The copy of Minutes are enclosed.

2. During the course of review, the Hon’ble Prime has given the following direction;- 

I. All the grievances must be addressed properly within time limit, this needs to be strictly monitored: In this regard, you may ensure that all grievances are redressed within a period of 60 days and in case it is not possible to redress the same, an interium reply should be given.

II. Strict action should be initiated against the officers/locations having more complaints: You should identify the officers/locations where there are repetitive complaints and after verification of facts, these may be referred to D.G.Vigilance.

III. Secretaries of all departments having substantial public dealing should personally examine 10 grievances every week and Addl. Secretary and Joint Secretary officers should examine 20 and 30 grievances respectively every week: The Chief Commissioner should examine 10 grievances every week and the Principal Commissioner/Commissioner should examine 20-30 grievances every week in order to assess the quality of grievance redress.

IV. Department should use CCTV footage of Airport authority for surveillance: The Customs formations should use CCTV to ensure hassle free clearance of passengers/consignments. These can also be used to verify complaints of harassments that is received against officers.

3. The above directions of Hon’ble Prime Minister may be followed strictly.

4. This issues with the approval of Chairman, CBEC.

Encls. As Above

Yours faithfully,

(Hemambika R. Priya)
Commissioner (Coord.)

Copy to
1. All Members, CBEC, North Block, New Delhi for kind information please.
2. All Joint Secretaries/ Commissioners, CBEC, New Delhi for kind information please.
Minutes of the Meeting held on 27.01.2016

1. ISSUES RELATING TO EXCISE & CUSTOMS

- All the grievances must be addressed properly within time limits. This needs to be monitored.
- Strict action should be initiated against the officers/locations having more complaints.
- Secretaries of all Departments having substantial public dealing should personally examine 10 grievances every week and Addl Secretary/CMD rank and Joint Secretary officers should examine 20 and 30 grievances respectively every week.
- Department should focus on technology for better efficiency and transparency.
- Department should provide 24x7 custom clearance facility at all seaport and cargo.
- Department should use CCTV footage of Airport authorities for surveillance.
D.O.296/137/2013-CX (CPGRAMS) Pt.III

26th February, 2016

Dear Chief Commissioner/Director General,

**Subject:- Setting up of call center to monitor grievances:---Reg.**

Reference is invited to this office letter F.No.296/137/2013-CX.9(CPGRAMS) Pt.VI dated 09.02.2016 wherein directions of Hon'ble Prime Minister regarding timely and quality disposal of grievances were communicated.

2. Subsequently, Secretary(DARPG) held a meeting on 11.02.2016 to highlight expeditious disposal of public grievances pending at various levels on CPGRAMS portal. He emphasized that efforts should be made to remove the root cause of grievances. He also informed that a PG Call Centre has been launched from 12.02.2016 which would make outbound calls right up to last official along the line with whom any particular grievance is pending. The Call Center is also mandated to take feedback from the citizen regarding the quality of disposal of grievance. In this context, it is desired that Addl. Secretary/Joint Secretary in each department should review 10 disposed grievances and 5 pending grievances each day to assess the time taken for disposal as well as the quality of redress.

3. Taking note of the importance being given to grievance redress, it is desired that Chief Commissioners/Director Generals should review 10 grievances & Pr. Commissioner/Commissioner should review 20-30 grievances every week.

4. The mechanism of grievance redress by CBEC and its offices has received adverse comments recently. It is, therefore, incumbent on each one of us to ensure that all grievances are redressed in a timely and effective manner.

Yours sincerely,

(NEERJA SHAH)

To: All CCs/DGs
F.No.296/137/2013 -CX.9/CPGRAMS-PL.VI
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise & Customs

***
New Delhi, dated 11th March, 2016

To,
All Chief Commissioners/Directors General.

Sub.: Monitoring of disposal of grievance cases pertaining to CBEC
in the meeting of PRAGATI:-Reg.

Sirs/Madams,

It may be recalled that the Hon'ble Prime Minister has directed that
"Secretaries of all Department having substantial public dealing should
personally examine 10 grievances every week and Addl. Secretary/CMD & Joint
Secretary should examine 20 & 30 grievances respectively each week”.

2. These instructions were communicated vide letter of even number dated
09.02.2016 and subsequently vide letter dated 08.03.2016, it was
communicated that the complainant should be contacted telephonically to get
their feedback.

3. It has now been decided that all CCs/DGs and the Commissioners/ADGs
under their jurisdiction will maintain a weekly feedback record in the following
format:-

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Registration No. &amp; Date</th>
<th>Name of the Complainant &amp; Phone No.</th>
<th>Nature of grievance</th>
<th>Quality of redress: Satisfied, Partly satisfied, Not satisfied</th>
<th>Remarks</th>
</tr>
</thead>
</table>

4. The CCs/DGs shall get their weekly reports compiled alongwith weekly
reports of Commissioners/ADGs under their jurisdiction and send a consolidated
report by email on e-mail ID: cpgrams-cbec@nic.in by 10th of every month with
a copy to their Zonal Members.

Yours faithfully,

(Hemambika R. Priya)
Commissioner (Coord.)

Copy to:-
1. All Members, CBEC, North Block, New Delhi for information please.
2. All Joint Secretaries/ Commissioners, CBEC, New Delhi for kind
information & necessary action please.