STANDARD OPERATING PROCEDURE (SOP)

FOR

DELHI MITRA APP

ADMINISTRATIVE REFORMS DEPARTMENT

GOVT. OF NCT OF DELHI

1. Need for Standard Operating Procedure:

Government of NCT of Delhi is developing the **Delhi Mitra App/Portal** as a unified platform for citizens to submit grievances regarding service delivery by various Department and receive timely redressal for the same. Apart from grievances the citizens of Delhi may also submit innovative suggestions regarding improvement in various services being provided by the departments included in this portal. The portal aims to achieve the following;

- **Uniform and transparent handling** of all grievances (online & offline).
- **Time-bound resolution** by responsible officers.
- **Clear hierarchy** of redressal (JSSA → AA → FAA).
- **Digitization of all complaints**, including those received in Offices of Hon'ble Chief Minister, Hon'ble Ministers and the office of the Chief Secretary
- **Better monitoring**, improved accountability, and enhanced citizen satisfaction.

The App/portal in turn will ensure greater transparency and presence of citizen-centric administration in the Government of NCT of De1hi.

1.1 Grievance

Any complaint, concern, or dissatisfaction expressed by a citizen regarding shortcomings in any service delivery will be treated as grievance. Apart from this, the citizens of Delhi may also offer their suggestions with respect to various aspects of governance. **However, RTI matters, Subjudice matters, demand of financial assistance or job and grievance of Government employees regarding their service matters will not be treated as grievances.**

Grievance Redressal

Grievance redressal means a structured process of receiving, registering, verifying, resolving, communicating, and closing a grievance within fixed timelines.

2. Role of Administrative Reforms Department

Administrative Reforms Department (ARD) is the **Nodal Department** for Delhi Mitra App/portal. It ensures smooth functioning, coordination, monitoring, and continuous improvement of the system.

Key functions:

a) Nodal Authority for Grievance Framework

- Ensures all departments follow SOP and prescribed timelines.
- Approves hierarchy mapping of JSSA, AA, FAA.
- Coordinates with NIC, NICSI, PMU, PDU.

b) Policy & Process Improvement

- Frames, updates, and circulates SOPs, guidelines, and flowcharts.
- Introduces best practices and simplifies processes for better efficiency.

c) Monitoring, review & Reporting

- Monitors pendency and delays.
- Conducts periodic reviews with HODs/Departments.
- Reviews dashboards, sends communications to departments with high pendency.

d) Training & Support

- Conducts workshops for JSSA/AA/FAA/Nodal Officers.
- Provides manuals, FAQs, and technical guidance.

3. Grievance Redressal Framework

This framework defines the flow of grievance and functions, duties and responsibilities of various functionaries.

3.1 Jan Shikayat Samadhan Adhikari (JSSA) – First Level Officer

Responsibilities:

- Receives grievances assigned to him.
- Examines the complaint, conducts field verification if needed.
- Coordinates with field units/teams for timely redressal.
- Uploads Action Taken Report (ATR) on the App/portal.
- Ensures disposal within **21 days**.
- Conducts **public hearing every Wednesday** (10 AM–12 Noon), without prior appointment.

3.2 Appellate Authority (AA) – Second Level Officer

A grievance reaches AA only if:

- The citizen gives **negative feedback**,

Responsibilities:

- Reviews the action taken by JSSA.
- Provides clear orders for disposal.

- Ensures disposal within **10 days**.
    - Can **Special Close** (if under litigation, sub-judice, or no further action possible).

3.3 Final Appellate Authority (FAA) – Third Level & Final Authority

If citizen again gives negative feedback on AA's order, the case escalates to FAA.

Responsibilities:

- Examines the grievance afresh.
- Takes final decision / direction.
- Marks grievance as:
    - **Closed**, or
    - **Special Closed** (if under litigation, sub-judice, or no further action possible).
- Ensures disposal within **10 days**.

4. PMU & PDU

Project Monitoring Unit (PMU)

(Administrative monitoring unit)

- Monitors grievance flow, pendency, and compliance.
- Digitizes offline grievances received in the offices of Hon'ble CM/Hon'ble Ministers/Chief Secretary
- Generates reports using Portal or otherwise.
- Coordinates with departments for disposals.
- Coordinates with Call Centre Agency.
- Provides reports to Principal Secretary (AR) / Chief Secretary / Hon'ble CM.

Project Development Unit (PDU):

(Technical unit)

- Develops and maintains the Delhi Mitra App & Web Portal.
- Ensures server/cloud, security audit, SSL, and data safety.
- Provides technical manpower and continuous updates.
- Integrates Call Centre and online modules.
- Works directly with AR Department on enhancements.

5. Call Centre Agency:

A dedicated Call Centre will be operated. The Call Centre will use a Short Code for all inbound and outbound calls. The Call Centre will perform the following functions:

- **Inbound Calls:** Register grievances received from citizens of Delhi
- **Outbound Calls:** Collect 100% feedback for all grievances disposed at different levels.
- Will also work as helpline and assist citizens in filing their grievances; filing feedbacks and providing citizens information about status of their grievance.

6. Grievance cycle

Step 1: Registration/Submission

Citizens can submit grievances via:

Online Mode: Web Portal & Call Centre.

Procedure for registration of Grievances through Web Portal:

- Citizen enters mobile number.
- OTP verification ensures authenticity.
- User fills name, address, department, grievance details.
- Uploads documents if any.
- System generates **Unique Grievance ID**.

Procedure for registration of Grievances through Call Centre:

- Citizen can call on short code 1902 and provide his details as well as details related to the grievance to the Call Centre Executive who will register the grievances and provide System generates Unique Grievance ID.

Procedure for registration of Grievances in offline mode:

- Citizen can submit their grievances at counters in CM Office, Ministers' Offices and CS Office. These grievances are manually entered in the system by the concerned Offices or Project Monitoring Unit. System generates **Unique Grievance ID** which will be provided wherever citizen has provided his mobile Number.

Note: Citizen can track grievance using Grievance ID.

Step 2: Assignment

- System automatically assigns online mapped grievances to the correct JSSA based on pre-defined mapping. Offline grievances are also assigned to JSSA as per predefined mapping.

Step 3: Examination & Disposal by JSSA

- JSSA redressed the grievances as per records or action taken by field staff.
- Uploads Action Taken Report (ATR).
- Citizen receives SMS/Email notification.
- Time allowed: **21 days**.

Step 4: Citizen Feedback

- **Satisfied** → Case Closed.
- **Not Satisfied** → Auto escalated to AA.

Step 5: Appellate Authority (AA) Action

- Re-examine the reply /Action Taken of JSSA.
- Issues fresh direction/order.
- Can also **Special Close** (if subject of grievance is under litigation, or of any category not included in definition of grievance in para 1.1 or no further action possible).
- Time: **10 days**.

Citizen satisfied → Closed.
Not satisfied → Goes to FAA.

Step 6: Final Appellate Authority (FAA) Action

- Reviews the case comprehensively.
- Gives final orders and close the grievance.
- Can also use **"Special Close"** (if subject of grievance is under litigation, or of any category not included in definition of grievance in para 1.1 or no further action possible).
- Time: **10 days**.

For every grievance disposed at different level, 100% citizen feedback shall be taken through the Call Centre.

Conclusion

The Delhi Mitra App establishes a **unified, transparent and citizen-centric grievance redressal system** for the Government of NCT of Delhi. By integrating all online and offline modes into a single platform, ensures accountability, and guarantees that every grievance is acknowledged, processed, monitored and resolved within fixed timelines.

The introduction of **JSSA → AA → FAA** hierarchy with **auto-escalation** ensures that better redressal of grievances. The **100% feedback mechanism through Call Centre** strengthens citizen participation and provides a real and measurable indicator of departmental performance.

The establishment of the **Project Monitoring Unit (PMU)** and **Project Development Unit (PDU)** further ensures continuous monitoring, technical stability, system upgradation, data security and seamless inter-departmental coordination.

Overall, the Delhi Mitra App will significantly enhance:

- **Timely grievance resolution** across all departments
- **Transparency and digital accountability**
- **Citizen satisfaction and trust in governance**
- **Real-time monitoring and decision making for the administration**

With its structured workflow, defined responsibilities, feedback-based evaluation and strong technical backbone, the Delhi Mitra App stands as a **modern, responsive and integrated grievance redressal mechanism**, aligned with the vision of a **smart, clean, caring and efficient Delhi Government**.