

**Grievance Redressal** is a management- and governance-related process used commonly in **India**. While the term "Grievance Redressal" primarily covers the receipt and processing of complaints from citizens and consumers, a wider definition includes actions taken on any issue raised by them to avail services more effectively.

### **Need for grievance redressal**

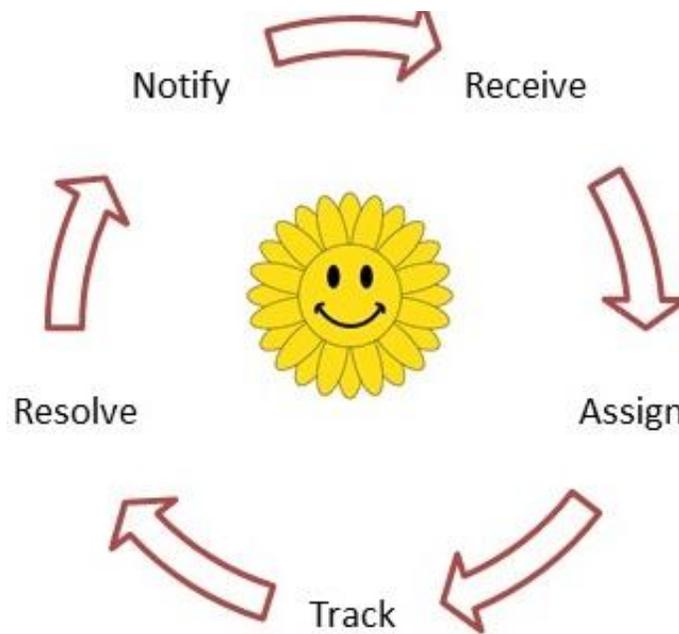
- Enforcement of constitutional rights :- It is important that citizens have a proper way of enforcing their constitutional rights against the government in the courts.
- Enforcement of various statutory rights
- Effective service delivery
- Participatory governance

### **Public Grievance Redressal**

Grievance Redressal is a management and governance related process used commonly in India.

While the term ‘Public Grievance Redressal’ primarily covers the receipt and processing of complaints from citizens and consumers, a wider definition includes actions taken on any issue raised by them to avail services more effectively.

### **Various stages of grievance redressal**



Receive: - receiving the complain from the consumer.

Assign: - assigning the complaint to the particular department or ministry.

Track: - Tracking the complaint whether the complaint was solved or not.

Resolving: - Resolving the complaint of the consumer and lastly

Notify: - Notifying the consumer that the complaint has been resolved .