



Government of Orissa  
Works Department  
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No. EAP (C.I.) 129/10

15 JAN 2011

D. P. Das,  
Addl. Secretary to Government.

The Chief Engineer,  
World Bank Projects, Orissa,  
Bhubaneswar.

Sub:- Approval of Complaints Handling System in Orissa State Roads Project.

Sir,

I am directed to invite a reference to your Letter No.23585 dated 28.5.10 on the above subject and to say that the proposal for Complaints Handling System(CHS) on Orissa State Roads Project is hereby approved with stipulations as mentioned under;

1. The CVO may look into the specific complaints of general nature, if any, as may be referred to by CHO, OSRP. The time-lines proposed for the CVO in the draft CHS being practically an unworkable, may not be insisted upon.

2. CHO, OSRP may submit bi-monthly review report/ action taken report on the position of complaints received/ disposed of to the CVO who in turn may endorse the same to EIC-cum-Secretary, OWD for perusal and orders.

3. On-line CHS and access to the complaints position through Internet/ Intranet with pass-word ID would be the responsibility of the CHO, OSRP

4. Suggestions given at para-4.1 and 4.2 may be deleted from the draft CHS.

5. Provisions under para-6.1 and 6.2 in so far as it relate to CVO, OWD may be deleted. Complaints relating to procurement may be handled by the appropriate Tender Committee/ State e-Procurement Cell which may be referred to by the CHO, OSRP. The Foot Notes coming under Para-6.1, the word "project" under both the cases should be as Project Management Unit (PMU) of OSRP.

All concerned may be intimated accordingly.

Yours faithfully,

Addl. Secretary to Government.

Memo No. 513 /Dated. 14.1.11

Copy to Chief Vigilance Officer, Works Department for information

Memo No. 514 /Dated. 14.1.11

Copy to all Sections/ Guard File (3 copies) for information and necessary action.

Addl. Secretary to Government.

**OSRP**  
**Complaints Handling System (CHS)**

[ As approved by Government vide Letter No. EAP (Cell) 15/10 Pt 512/ dt. 14.01.11]

**1. Introduction:**

**1.1.** The OSRP/OWD has established a system dealing with external complaints on procurement, fraud/corruption and construction quality etc. This system includes maintaining a project log and filing to monitor status of follow up of received comments, suggestions and grievances. Complaints can be lodged by public/staff online, over telephone or by post. The implementation of the system will be monitored by OWD. The mechanisms include provision for follow up investigations of substantial complaints by Internal Auditors, or third party audit to ensure independency and reliability of the system.

**1.2. Categories of complaints** – For the CHS, the complaints from Public/Staff are categorized on follows :-

- (i) Complaints related to designs, layouts etc.
- (ii) Complaints related to execution like quality and quantity etc.
- (iii) Complaints related to environment.
- (iv) Complaints related to social issues (LA, RR etc)
- (v) Complaints related to safety issues.
- (vi) Complaints related to procurement.
- (vii) Complaints related to alleged (Vigilance related complaints) fraud and corruption.
- (viii) Miscellaneous complaints.

**2. Complaint Handling officer (CHO), OSRP:-**

**2.1** For the complaint mechanism to function efficiently, the information concerning the alternative conduits for complaint (dedicated email address and physical mailing box) shall be widely publicized. Web-based campaigns, newspaper advertisements and displays on hoardings at highly visible locations will encourage public to report information on any misconduct, misappropriation and grievances to the OSRP. Complaints, suggestions and grievances handling system are to be uploaded on the OSRP website: [www.osrp.gov.in/](http://www.osrp.gov.in/) . An Executive Engineer in the PMU who has been designated as Public Information Officer under the RTI Act shall act as the complaint Handling Officer and be responsible for monthly updates of the system on the website.

**2.2** The Public/Staff can lodge their complaints on-line or over telephone or by post-Complaints by post shall be addressed to the CHO, OSRP , O/o the EIC ( C), Nirmana Soudha, Bhubaneswar-751001.

The CHO shall receive, record, analyze and channelize the complaints as per the categories in Para 1.2 for remedial action by the respective officers in OSRP/OWD.

All care shall be taken by OSRP to ensure the anonymity of the complainant.

**2.3** Telephonic receipt of Complaints: A telephone operator shall receive and register all telephonic complaints and assist the CHO in record keeping and monitoring of the follow up actions on the complaints related to OSRP.

### **3. Vigilance related complaints:-**

**3.1** Internal vigilance unit, OWD – OWD has created an internal vigilance unit in Works Department to expedite the vigilance cases vide O/o No. II-M-36/09 -5953 dt. 22.05.09. The unit consists of the Desk Officer, Section officer in charge of confidential Branch and the Asst. Section Officer dealing with vigilance cases in the Confidential Branch. The internal vigilance unit shall be subsequently augmented with technical manpower.

**3.2** Chief vigilance officer, OWD :- OWD has notified a dedicated officer of the rank of Additional Secretary in the Deptt as the Chief Vigilance officer of OWD vide Govt. order No. con (v)- 3109- 754 dt. 15.09.09. The duties and responsibility of the CVO will be as per Annexure-1.

### **4. Reporting:**

**4.1** CHO, OSRP may refer specific complaints of general nature, if any, to the CVO. Complaints deemed possible serious infringements may be further investigated by the OWD.

**4.2** CHO shall submit bimonthly review report/action taken report on the position of complaints received/ disposed of to the CVO who in turn shall endorse the same to Engineer-in-Chief –cum-Secretary, OWD for personal and orders.

### **5 Process and time-line:**

**5.1** For categories of Complaints 1-2 (vi) and (vii):-

Complaints relating to procurement can be further subcategorized on the basis of the status of bidding vis-avis the timing of the complaint.

(a) Complaints received during bidding process i.e prior to the last date of submission of bids.

- (b) Complaints received during evaluation stage i.e after the last date of submission of bids.
- (c) Complaints received after the evaluation stage but during the process of approval by competent authority/in Government.
- (d) Complaints received after the award of contract.

**Complaints relating to procurement shall be handled by the appropriate tender committee / state e-Procurement Cell which may be referred to by the CHO, OSRP.**

**For all Complaints related to World Bank Procurement:**

- The Project Management Unit(P.M.U) of OSRP will analyze the complaint and forward the response on the complaint to Bank for review.
- In case the complaint is received before the opening of Bids, bids shall be opened only after a decision in regard to complaint is taken with the clearance of Bank.
- In case complaint is received after the opening of bids, the award will be placed only after the decision in regard to complaint is taken with the clearance of Bank.

**For cases not subject to prior review by the Bank:**

- The Project Management Unit (PMU) of OSRP will analyze the complaint and records relating to review and decision taken on the complaint shall be made available during the Post Review.
- In case the complaint is received before the opening of bids, bids shall be opened only after decision in regard to complaint is taken in consultation with CVO.
- In case complaint is received after the opening of bids, the award will be placed only after decision in regard to complaint is taken in consultation with CVO.

**5.2** Complaints received directly from bidders relating to a specific procurement and vigilance related complaints shall be in writing/online and addressed to the C.V.O. They are to be received and then reviewed by Chief Vigilance Officer of OWD, and dealt with in the following way.

- (i) Complaints relating to procurement shall be referred to the appropriate Tender Committee/state e-Procurement cell for enquiry.
- (ii) Complaints relating to vigilance shall be dealt in accordance with Govt. order No Con(V)/3/09/754 /W dt. 15.09.09.

**6. Responding to Complaints on Category (i), (ii), (iii), (iv), (v), (vi), (viii)**

**6.1** Complaints received directly by the CHO, OSRP and through the Chief Engineer (World Bank) from the public relating to the above categories are to be dealt in the following way.

- (i) The CHO shall record all complaints, whether they are referred from other recipients or directly, in a register to be maintained in a secure location in his own office. The email and physical address of the CHO is to be made public.
- (ii) The CHO shall, within 5 working days of receipt of complaint, acknowledge receipt in writing to the complainant indicating that the OSRP is considering the issues raised and will discuss them with the concerned officers of the OSRP.
- (iii) The CHO under instruction of CE (WBP) shall consult with the relevant officers of the OSRP and, after thorough review of the facts furnished by them as well as interviewing of officers concerned as necessary, shall make a judgment as to the validity of the complaint and recommend to CE the remedial action. Chief Engineer may accept or review the recommendation of CHO may seek additional information and take a final decision on of the complaint.
- (iv) Within 20 working days of receipt of the complaint, the CE (WBP) shall instruct the relevant officers of OSRP / functionaries to take remedial action as necessary.
- (v) The CHO shall write to the complainant within 30 working days of the receipt of such complaint as to the final decision of the competent authority.

## **7. Online Complaint Handling Process in OSRP:**

The online complaint handling process shall be integrated in the website of OSRP ([www.osrp.gov.in](http://www.osrp.gov.in)). online CHS and access to the complaints position through Internet/Intranet shall be the responsibility of the CHO, OSRP. The Public and PMU staff can access it on the home page of the OSRP website.

Broadly there are two sections of the online Complaint Handling Process:-

1. “Complaint Registration” & “See your Complaint Status” section which are accessible to the public.
2. Complaint Handling Staff Intranet Section which is accessible to the Internal Staff only with their Login id and password.

The two sections are described below:

### **8.1 Complaint Registration Section & See your Complaint Status:-**

- a. The Complaint registration section is accessible to the Public. The complaint could be lodged through Online registration/ Telephone/ by Post/ E-mail. The Complaints from public/ staff are categorized as per paragraph 1.2

After the registration, an auto generated 7 digit reference number will be allocated for the complainant. It is important for the complainant to keep the reference number for tracking the complaint status in future.

- b. The public can raise queries on his/her complaint status details through the process called: “See your complaint status”. Here the complainant has to give the auto generated 7 digit reference number in order to get the status.

### **8.2 Complaint Handling Staff Intranet Section.**

8.2.1 In the Complaint Handling Staff Intranet Section, there is Login id and password for all the respective complaint handling staff for accessing the Complaint handling system with their pre-defined access privileges.

8.2.2 In the Complaint Handling Staff Intranet Section the following functionaries are involved in the system:

- Complaint Handling Officer (CHO),OSRP
- Concerned Officer (Ex.Executive Engineer, PMU, Sr. DAO, FA, AC etc)
- Chief Engineer (CE)
- Chief Vigilance Officer (CVO),OWD

### **8.2.2.1 CHO Login Process**

In the CHO login the following screens are there:

- (i) **Complaint Register:** This contains all the complaint booked by the public. CHO can directly accept/ reject with reason a complaint from the register.
- (ii) **Acknowledgement:** From this process, CHO can view all the complaint detail with the current stage of the complaint. CHO is to acknowledge within 5 days from the date of receipt the complaint. The acknowledgement status will be reflected in the Task screen alert in different color.
- (iii) **Forward:** In this process CHO will forward the complaint to the concerned officer for views/report.
- (iv) **Concerned Officer's Response:** In this process, the CHO will get response / output result from the concerned officer for judgment.
- (v) **Return from CE:** In certain cases the CE will review the complaint for final judgment, if CE feels the judgment is not satisfactory then he can return the complaint back to the CHO for review.
- (vi) **Response:** Through this process, CHO can directly give his response to the Public on their complaint issue.

### **8.2.2.2 Concerned Officer's Login Process**

In the Concerned officer's login, it shows all the complaints forwarded by the CHO. He/she will resolve the complaint and again send back to the CHO with his response and any attachment if required.

### **8.2.2.3 Chief Engineer Login Process**

In the CE login, he can view all the details for the complaint lodged by the public, action taken by the CHO, Response of the concerned officer. Finally he may accept the recommendation given by the CHO or may modify and accept the recommendation or may return to CHO for review the matter or may directly seek for the clarification from concerned officer.

## **9. Review and evaluation of Complaints Handling System:-**

The system shall be periodically reviewed by the EIC-Cum-Secretary OWD and evaluated with external experts. Feedback shall be utilized to improvise and update the system and make it user friendly.

*Duties and responsibilities of the Vigilance Officer.*

*(Vide OWD O/o No. con(v) /3/09/754/W dt. 15.09.09.*

- (i) To see that the existing system of working and procedures in the respective department / offices are examined with a view to eliminating factors which provide opportunity for corruption or malpractices.
- (ii) To ensure that regular inspections are planned and carried out by inspecting officers and the inspection remarks received due and prompt attention with a aim of detecting failures in quality or speed work which would be indicative of procedural defects facilitating corruption or malpractices.
- (iii) To spot out officials or persons against whom reasonable ground for suspicion of corruption or malpractice exists and promptly to initiate and pursue all such cases;
- (iv) To keep watch over the speedy progress of departmental inquiries and observance of procedural requirements.
- (v) To see that all correspondence received from the Directorate of vigilance or irregularities in procedure are examined and remedies suggested where necessary;
- (vi) To see that returns and statements and other information required by the Directorate of vigilance are forwarded to the Director, Vigilance in time;
- (vii) To check the disposal of cases monthly with a view to ascertaining extent of delay in disposal of disciplinary cases and to suggest remedial measures and to this end take up one or two test cases at irregular intervals for causing a probe in to the cause for the delay in finalization of cases and to suggest remedial measures.
- (viii) In general to be vigilant over the activities and business in their respective departments or offices and take note of routine and chronic nature of defects in the functioning and to initiate remedial measures.