

Grievance Redress Mechanism

Ministry of Mines
Contact Details (Name, Designation and Contact No.)
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Create Sevottam Compliant system

Service	Success indicator	Service standard	Unit	Weight	Data source	Target/criteria value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
a) Grievance Acknowledgment	Acknowledgment	7Days	Days	2	Files/ records	7 Days	8 Days	9 Days	10 Days	More than 10 Days
b) Grievance Redressal	Redressal/ disposal	60 Days	Days	10	Files/ records	60 Days	65 Days	70 Days	75 days	More than 75 Days