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11.03.2024

WORKSHOP ON EFFECTIVE REDRESSAL OF PUBLIC GRIEVANCES AT GOA

National Academy of Human Resource Development (NAHRD) was established to deliver competency-enhancing learning to officials of Central Govt., State Govt., Public Sector Undertakings, Autonomous Bodies, Banks, Insurance Companies, etc. We have organized large number of workshops in the past, which have been very well attended and appreciated by officials of various organizations across the country.

A workshop on **Effective Redressal of Public Grievances** is being organized by NAHRD **22.09.2024 to 25.09.2024 at Goa.**

Our Hon'ble Prime Minister has once said "Effective Redressal of Public Grievances" is one of the most important aspects of Indian Democracy, accorded highest priority to the subject with focus on citizen engagement. Grievance Redressal Mechanism is an important cog in the wheel of any organization. No organization can become accountable, responsive, and user-friendly unless it owns an efficient and effective grievance redressal mechanism. 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. The present workshop will aim at providing practical insight into rules and procedures for ensuring an effective grievance redressal mechanism in the organization. Timely and effective redressal of grievances is vital to ensure effective working of every organization. After the workshop the participants shall have updated themselves in the following aspects:

- Grievance Handling: An Introduction
- Salient Features of Citizen Charter
- Legal Framework of Public Service Delivery
- Grievance Redressal/ Resolution Officer: Role, Functions & Approach
- Grievance Causes: Root Cause Analysis
- Grievance Redressal in Banks and PSUs
- Role, Power and Duties of Ombudsman/ GROs under various Laws
- Features of Centralized Public Grievances Redress and Management System (CPGRAMS)
- Handling use of RTI as a tool of Grievance Redressal
- Grievance Redressal through Grievance Redressal Software (e-Governance)
- Challenges and Way Forward

Workshop Methodology

The present program will be organized on highly participative lines. The training methods will include lectures, group discussions, exercises, presentations, case studies, role-plays etc.

Multiple faculty members having practical experience in the area will be invited as faculties for the present workshop.

Multiple workshops organized by NAHRD have been attended and appreciated by officers of organizations that includes but not limited to Ministry of Road Transport & Highways, Ministry of Commerce & Industry, Ministry of Agriculture, LIC of India, Reserve Bank of India, SEBI, Coal India Ltd., Engineers India Ltd, FSSAI, Tariff Authority of Major Ports, Indian Oil Ltd, BPCL, IITs, NITs, IIITs, IIMs, IHMs, NHPC, Bank of Baroda, SBI, Punjab National Bank, NABARD, DFCCIL, HUDCO, HAL, JNPT, Syndicate Bank, IDBI Bank, Quality Council of India, Telecom Regulatory Authority of India, Delhi University, Export-Inspection Council of India, Spices Board, Rail Land Development Authority, ONGC, Indian Space Research Organization, Directorate of Advertising & Visual Publicity, Border Security Force, GIC of India, EXIM Bank, Delhi Metro Rail Corporation, Mumbai Metro Rail Corporation, Election Commission of India, North Eastern Council, India Trade Promotion Organization, IREDA, Dredging Corporation of India Ltd., TIFAC, Wildlife Institute of India, Bharat Dynamics Ltd., Directorate General of Shipping, etc.

Participation Fee:

Single Occupancy- Rs. 69,000/- plus GST @ 18% per participant

Twin Sharing- Rs. 60,000/- plus GST @ 18% per participant

Non-Residential- Rs. 40,000/- plus GST @ 18% per participant

The participation fee for residential participants covers the cost of accommodation, meals & study material of the participants. Spouse/ family members are welcome on additional all-inclusive nominal charges in case nomination of the participant is on single occupancy. Twin Sharing is available only in case even number of participants of same gender from same organization. The participation fee for non-residential participants covers the cost of lunch & study material.

Venue: Resort Rio, Near Baga Beach Tambudki, Arpora, Goa 403518

Check In- 22.09.2024 (3:00 P.M.)

Check Out- 26.09.2024 (11:00 A.M.)

The workshop will commence at 9:30 A.M. on 23.09.2024 and will conclude at 5:30 P.M. on 25.09.2024. However, there will be an introductory session on 22.09.2024 after all participants have reported at the venue. In case of non-availability of rooms at Resort Rio as on date of nomination, arrangements for stay shall be made in another property.

Nominations may be sent through post/ email by providing participants' name, designation, contact number & e-mail ID along with cheque/DD in favor of National Academy of Human Resource Development payable at New Delhi. Please note that participation fee is to be paid at the time of nomination. Registration form can be obtained from our website. In case of payment through electronic mode, details are as under:

Name of the Beneficiary: **National Academy of Human Resource Development**

Bank: Kotak Mahindra Bank. A/c No. 8912179265. CA. IFSC Code. KKBK0004620

PAN: AAJFN7963N

GSTIN: 07AAJFN7963N1ZF

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Nomination once confirmed cannot be cancelled, however substitution of participant(s) is allowed. In case nominated participant is not able to attend the workshop due to any reason and no substitution is made, fees shall still be payable. In case fees have already been paid, same shall be liable to be forfeited.

Limited seats available for the present workshop and hence the nominations will be accepted on first-come-first-serve basis. Organizations are kindly requested to seek confirmation about availability before nominating. Last date for accepting nominations is **06.09.2024**.

You are requested to kindly nominate officers and executives for the present workshop at the earliest and draw maximum benefit from the opportunity.

Thanks & Regards



For NAHRD