



भारतीय मानक ब्यूरो

(उपभोक्ता मामले, खाद्य एवं सार्वजनिक वितरण मंत्रालय, भारत सरकार)

BUREAU OF INDIAN STANDARDS

(Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India)

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DRAFT INDIAN STANDARD IN WIDE CIRCULATION

Reference : LITD 28/22606

Date : 18 August 2023

TECHNICAL COMMITTEE : Smart Infrastructure, LITD 28

To,

All concerned

Dear Madam/Sir,

The following document has been prepared by the Smart Infrastructure Sectional Committee, LITD 28. Please [click here](#) to view the document.

Document Number : LITD 28 (22606) WC

Title of the Document : Municipal Governance Part 3: Municipal Grievance Redressal Section 3: Taxonomy

Document Type : New Indian Standard

This document has following salient features which may require specific attention for your valuable comments:

- 1) Purpose:** This standard focuses on the classification or categorization of grievances in the municipal context.
- 2) Taxonomy Development:** The standard outlines a framework for developing a taxonomy for grievance redressal that would help in organizing and categorizing different types of municipal grievances.
- 3) Parameters and Criteria:** It identifies key parameters and criteria to be considered while developing a municipal grievance taxonomy, including the nature of the complaint, the severity of the grievance, and the priority assigned to each issue
- 4) Importance of Standardization:** The standard highlights the need for standardization in municipal grievance handling to ensure consistency and transparency in the classification and categorization of grievances.
- 5) Regular Updates:** It recommends that the taxonomy be updated regularly to adapt to changing circumstances and emerging issues.
- 6) Effective Grievance Redressal:** By effectively implementing the taxonomy outlined in this section, municipalities can

streamline their grievance redressal processes and enhance citizen satisfaction.

7) Guidelines for Municipal Authorities: *Municipal authorities are advised to refer to this section for guidance on developing their own taxonomy for municipal grievance redressal.*

Please examine the document and share your comments regarding further improvement in the document.

Last date for sharing the comments is : 17 October 2023

The comments should be shared in the prescribed template through this portal only; and the comments so received shall be taken up by the Sectional Committee for necessary action. For any other query, please write an email at litd@bis.gov.in to the undersigned at Bureau of Indian Standard, Manak Bhawan, 9, Bahadur Shah Zafar Marg, New Delhi.

In case no comments are received, we would presume your approval of the documents. However, in case we receive any comments on the document, the same shall be put up to the Sectional Committee for necessary action.

Thanking You,

Yours faithfully,
(ITS ADMIN)
Head (Electronics and Information Technology Department)
Email: litd28@bis.gov.in



व्यापक परिचालन में मसौदा(दे)

हमारा सन्दर्भ : LITD 28/22606

दिनांक : 18-08-2023

तकनीकी समिति : Smart Infrastructure Sectional Committee, LITD 28

प्राप्तकर्ता : रूचि रखने वाले सभी निकाय

महोदय/या,

निम्नलिखित मसौदा तैयार किया गया है :

प्रलेख संख्या : LITD 28 (22606) WC

शीर्षक :

कृपया इस/इन मानक(को)/संशोधन(नो) के मसौदे(दो) का अवलोकन करें और अपनी सम्मतियाँ यह बताते हुए भेजें कि यदि ये मानक(को) के संशोधन(नो) के रूप में प्रकाशित हो तो इन पर अमल करने में आपके व्यवसाय अथवा कारोबार में क्या कठिनाइयां आ सकती हैं।

सम्मतियाँ भेजने की अंतिम तिथि : 17 October 2023

सम्मतियाँ, यदि कोई हों तो, कृपया यहाँ क्लिक करके ऑनलाइन पोर्टल के माध्यम से ऊपर दी गयी अंतिम तिथि तक दर्ज कराएं।

यह/ये प्रलेख भारतीय मानक ब्यूरो की वेबसाइट www.bis.gov.in पर भी उपलब्ध है/हैं।

धन्यवाद।

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