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PP-01/2024/PB/DX/INGRAMS

16 Feb 24

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Mumbai 400001

The Flag Officer Commanding-in-Chief
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The Flag Officer Commanding-in-Chief
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The Flag Officer Commanding-in-Chief
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**INDIAN NAVAL GRIEVANCE REDRESSAL AND MONITORING SYSTEM
(INGRAMS) FOR VETERANS**

1. In pursuance of 'Steadfast in Support' pillar of the 'SHIPS FIRST' policy, a need was felt to overhaul the Grievance Redressal Mechanism for serving personnel, veterans, widows and NoK. Towards this, an internet-based online application named Indian Naval Grievance Redressal and Monitoring System (INGRAMS) has been developed and launched on 01 Dec 23. The application is hosted on the internet (<https://ingrams.samuha-indiannavy.org>) and aims to facilitate registration, recording, tracking and monitoring of grievances raised by all serving personnel, veterans, widows and NoK.

Aim

2. The aim of this policy letter is to establish the broad guidelines for implementation of INGRAMS. Presently, this platform is limited to addressing grievances of veterans, widows and NoK only.

3. The inclusion of serving personnel would be addressed in due course. Upon development of the requisite modules, a revised policy letter would be promulgated.

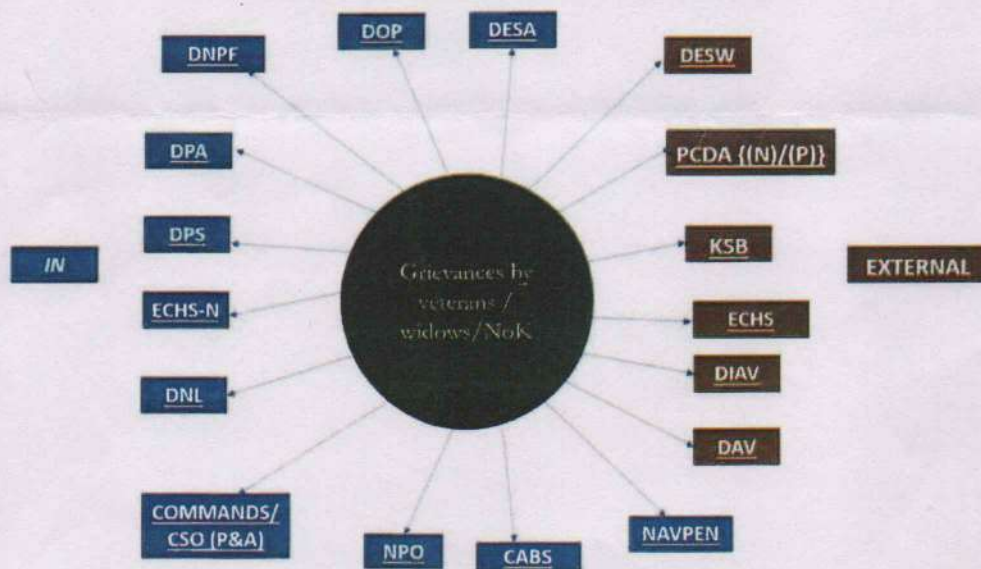
Extant System of Grievance Redressal in the IN

4. **Medium of Receipt.** Presently, the grievances from veterans are received through different and diverse sources which range from in-person visits, through nominated representatives, telephone calls and by post, digital platforms including email and WhatsApp messages/ calls.

5. **Stakeholders.** The IN has been addressing grievances/ issues raised by veterans, widows and NoK through involvement of both internal and external stakeholders. The stakeholders in the IN include various Directorates at NHQ that deal with specific issues and Command HQs for issues pertaining to their respective AsOR. The external stakeholders include MoD/ Department of Ex-Servicemen Welfare (MoD/ DESW), PCDA(N), PCDA(P), Central Organisation, ECHS, Kendriya Sainik Board (KSB), Dte of Indian Army Veterans (DIAV) and Dte of Air Veterans (DAV).

6. A pictorial representation of various stakeholders involved in redressal of grievances is depicted below: -

Stakeholders - Veterans Grievances



7. **Category of Grievances.** A six-monthly analysis (May - Oct 23) undertaken has indicated that the majority of grievances pertain to the following broad categories: -

Ser	Category of Grievance
(a)	Pension issues
(b)	OROP
(c)	ECHS issues
(d)	Issue of Service Certificate and Discharge Book
(e)	Legal issues
(f)	Welfare Schemes
(g)	Change of Permanent Home Station Address

Ser	Category of Grievance
(h)	Change in Record of ESM/ Dependent/ NoK
(j)	Query on MACP entitlements and allowances
(k)	SPARSH-related issues

Challenges Involved in Present Grievance Redressal Mechanism

8. The existing process is quite complex due to involvement of a large number of stakeholders, the diverse category of grievances and their receipt through different mediums. In the past, there have been instances wherein a single grievance has been sent to multiple stakeholders for redressal at the same time or at a later date. Investment of man-hours by different stakeholders on the same grievance leads to duplication and lack of clarity on the action addressee. The present procedure also does not include tracking of grievance by the concerned individual, providing real time updates regarding status of resolution, centralised monitoring by a single agency or an escalation mechanism.

Utilisation of INGRAMS

9. INGRAMS is a web-based application that will, in the present form, enable all veterans, widows and NoK to raise their grievance to *IN* authorities. The application enables registration and submission of grievances to a central authority, assignment to the concerned section, status check/ real-time update on the progress through automated SMS and E-mails; and a mechanism for escalation to a higher authority based on a pre-defined time frame, or if the user is not satisfied with the progress; and its closure on resolution of the case.

10. **Records.** A large number of grievances raised are related to change/ updation of personal/ dependent/ NoK records. As promulgated vide NHQ Letter NA/0506/267 dated 31 Jan 24, the Record Office is NAVPEN for officers retired/ released from service between 01 Jan 19 to 31 Dec 22 and DOP for balance retired/ released officers. The Record Office for retired sailors is NAVPEN. By mid 2024, NAVPEN is envisaged to function as Record Office in respect of all retired/ released officers and sailors.

11. **Accessibility.** The INGRAMS application can be accessed through link hosted on internet (<https://ingrams.samuha-indiannavy.org>). The personnel accessing the application for the first time will be required to register through SMS based 'Two factor authentication' on the mobile number registered in the official records of DOP/ NAVPEN. In case of any difficulty in registration, indicated helpline numbers may be contacted for resolution of the issue.

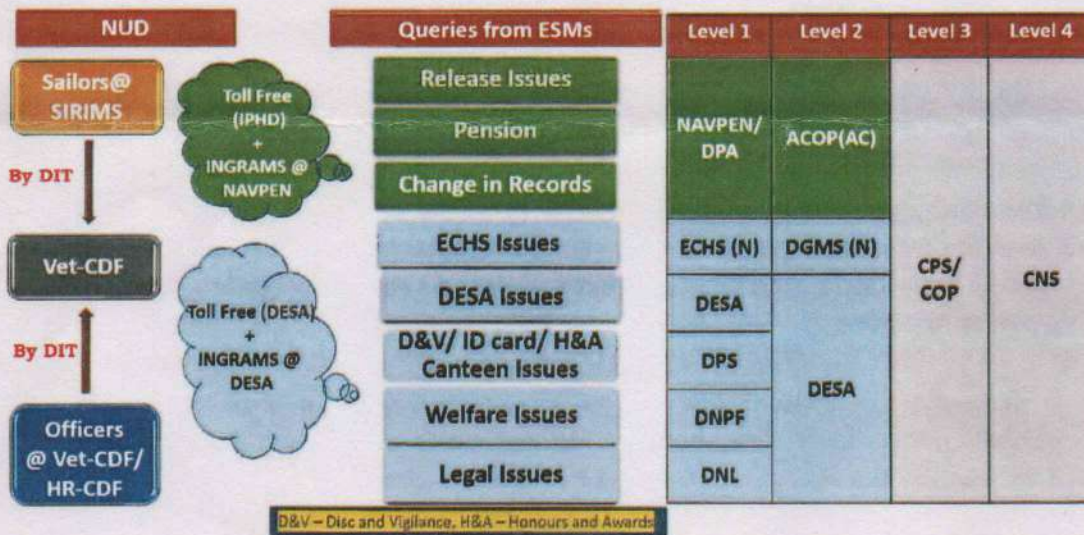
12. **Features on INGRAMS Webpage.** Once updated, the INGRAMS webpage would display the following at the Top Bar Menu: -

- (a) About us.

- (b) Organisation.
- (c) FAQs.
- (d) Unclassified policy letters pertaining to ESM, widows and NoK.
- (e) Unclassified e-Newsletters.
- (f) Photo Gallery.
- (g) External Links.
- (h) Contact us.

13. **Main Stakeholders.** Depending on the nature of the grievance, the responsibility would be bi-furcated and addressed through two primary stakeholders viz, NAVPEN and DESA. These two stakeholders would be responsible for liaison and coordination with the concerned agencies to resolve the issue. All issues pertaining to release, pension and change in records would be steered by NAVPEN. DESA would be responsible for steering issues concerning ECHS, ID Card, canteen, welfare, discipline and vigilance, honours and awards etc. The details of medium of receipt, categories of grievances, sub-stakeholders and escalation matrix is depicted below: -

Grievance Responsibility - Escalation Matrix



14. **Receipt of Grievance.** Once registered in INGRAMS, the grievance will be allocated by the system to NAVPEN or DESA depending on the category/ type of grievance along with a unique ID. The grievance may also be received at the call centre/ toll-free number established at NAVPEN or the toll-free number at DESA (1800113999).

15. **Grievance Tracking.** INGRAMS provides a mechanism for acknowledgement of the grievance, through delivery of **SMS** at the time of registration and on final resolution of grievance. In addition, the system also allows recording and monitoring of grievance till its logical conclusion. The graphical workflow of INGRAMS is placed at **Appendix**.

Responsibilities

16. **DESA.** The Directorate will be responsible for receipt and redressal of grievances from veterans, widows and NoK related to ECHS, discipline and vigilance, retired officers' ID card, honours and awards, canteen, welfare and issues pertaining to its own Directorate. The under-mentioned Directorates will form part of the redressal chain coordinated by DESA: -

- (a) DPS
- (b) DNPF
- (c) ECHS-Navy
- (d) DNL

17. **NAVPEN.** NAVPEN would be responsible for receipt and redressal of grievances from veterans, widows and NoK related to release issues, pay and pension, change in records etc. Accordingly, the under-mentioned units/ Directorates will form part of the redressal chain co-ordinated by NAVPEN: -

- (a) NPO
- (b) CABS
- (c) DOP
- (d) DPA

18. **Escalation Matrix.** The grievances not redressed in time will follow the 'Auto Escalation' matrix, as depicted. The light green columns and light blue columns represent the auto escalation matrix for grievances related to NAVPEN and DESA respectively. The Escalation Matrix along with time datum and its auto escalation in case of delay in resolution of grievance is tabulated below: -

Ser	Escalation Level	Designation/ Rank	Timeline for Escalation*
(a)	Level 6	CNS	151 days onwards
(b)	Level 5	COP	121 – 150 days
(c)	Level 4	CPS	91 – 120 days
(d)	Level 3	CSO (P&A)	61 – 90 days
		ACOP(AC)	
		DGMS (N)	
		ACOP (HRD)	
		DESA	
(e)	Level 2	Dir ECHS-N	31 – 60 days
		LOIC NAVPEN	
		LOIC NPO	
		Dte Heads/ CO of Units	
		CRSO	
(f)	Level 1	Capt/ Cdr (Dte/ Unit)	01 – 30 days

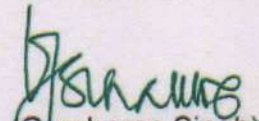
* The time datum would be the time of receipt of grievance in the GRS

19. **Monitoring of Grievances by the CNS.** The system also allows the CNS/ CNS Sectt to directly monitor grievances raised by veterans, widows and NOK.

20. **Review.** Based on the feedback received, this policy letter will be reviewed in end Jun 24, if required.

21. **Dissemination.** The letter be given wide publicity through NF Chapters, VSF Charters and CRSOs during various interactions and Outreach programmes. Additionally, contents of the letter be considered for 'Public Release' to reach the targeted members.

22. Whilst INGRAMS is a means to expedite and efficiently redress grievances, personnel utilising the application would require to be sensitised to exercise prudence before registering a grievance as redressal requires investment of time and effort at multiple levels. The application has been developed to enhance transparency and faith in the established grievance reparation procedures of the Service and is likely to further the morale and beliefs of the affected personnel.



(Gurcharan Singh)
Vice Admiral

Controller Personnel Services

Appendix: - System Workflow.

Internal: -

SO/ COP

PS / ACOP (HRD) PS / ACOP(AC)

Cmde (ECHS)

Cmde (PA)

Cmde (NPF)

Cmde (PS)

Cmde (Pers)

Cmde (ESM Affairs)

JAG (Navy)

For Info: -

NA/ CNS

SYSTEM WORKFLOW

