

Redressal of Grievances

Redressal is defined as "the act or process by which justice results from correcting or reversing an injustice." The word redress, in this sense, has been used since the 18th century in both the English language and French languages (Reparer means to set correct). It means compensating someone who has suffered injustice due to some legal or social misconduct. The word redress is also used to 'remedying' something wrong, affecting what is straightened out, or making it suitable or better. It may be used metaphorically to refer to a decision by which equity is intended to be achieved through compensation for loss, disadvantage, suffering, and injury.

Significance of Redressal of Grievances in India

Grievance redressal mechanisms are a part of our democracy. It is necessary to protect all citizens' rights and interests and maintain a just and equitable society. Redressal of Grievances is essential in a healthy democratic system where people are able to appeal against injustice, have their grievances redressed, be given compensation, and have their rights protected by the law.

It is an important right provided in the constitution, which every civilized state has safeguarded. It is a prerequisite for justice in any society that should be founded on principles of equity and justice rather than where equality before the law is treated as an illusion.

Redressal of Grievances in India

Redressal of Grievances through the legal systems is a fundamental right in India. Article 226 of the Indian constitution deals with the jurisdiction of civil courts and their powers in redressing grievances. In the Indian legal system, every citizen's the fundamental right to have their grievances redressed by the civil courts.

- The Supreme Court of India has clearly explained that the redressal of every citizen's grievances is part and parcel of the rule of law in India. Any impediment in this regard amounts to an illegal action.
- The Indian Constitution guarantees protection to citizens when they approach the Supreme Court or High Courts for the Redressal of Grievances in public interest cases.
- So as we can see, the Redressal of Grievances through our legal system is not just some vague principle that exists somewhere on paper. Still, it is a fundamental part of which our society operates.
- It is a fundamental right within the guarantee of life and personal liberty in the constitution. At the same time, Article 32 is the twin article, which specifically deals with access to courts for enforcing Fundamental Rights.

Grievance Redressal: Nodal Agencies & Other Mechanisms

There are 2 significant nodal agencies that are accountable for the readdressing of grievances at the Central level. They are;

1. **Department of Administrative Reforms and Public Grievances (DARPG):** It is functioning under the Ministry of Personnel, Public Grievances and Pensions.
2. **Directorate of Public Grievances:** It is a component of the Cabinet Secretariat

Other mechanisms for the redressal of grievances include;

- Ombudsman
- Lokpal
- Tribunals
- Parliamentary Committee on PetitionsParliamentary Committee

Redressal of Grievances: E-Governance

The current administration has been employing information and communications technology (ICT) to address public complaints. Following are examples of the government's notable initiatives to use e-governance to quickly resolve public complaints:

- Central Public Grievance Redress and Monitoring System (CPGRAMS)
- Pro-Active Governance and Timely Implementation (PRAGATI)
- Integrated Grievance Redressal Mechanism (INGRAM)
- Unified Mobile Application for New-Age Governance (UMANG)
- E-Nivaran
- MyGov
- Nivaran
- Mera Aspataal (My Hospital)

How can the Redressal of Grievances help?

The Grievance Redressal Mechanism helps punish wrongdoers and protects victims from the repercussions of their actions. It also helps to further social democracy and justice by enabling the victims of injustice to obtain redress for their grievances. It gives redressal to people who have been unjustly treated in some way by others.

The word 'redress' means to set correct. Redressal is the process of setting things right. It is a process of setting things back in order. Redressal is, therefore, the effort to set things back in order by removing injustice or wrongs and restoring fairness and equity.

Redressal means to make good or restore what has been improperly done or unjustly suffered so that justice may prevail.