

**Draft**

**Best Practices**

**Color Coding Techniques for Grievances Redressal:  
Initiated by Gurugram Administration**

## **Color Coding Techniques for Grievances Redressal: Initiated by Gurugram Administration**

### **Introduction**

Gurugram Administration has set up 24x7 Helpline, 1950 for addressing all the queries related to Corona Virus. Anyone may call on the helpline for any complaints and queries related to Food and Relief Centers, Precautions and symptoms, Testing and Quarantine facilities, etc.

Complaints represent one of the most important information and feedback sources during the time of crisis. They provide the District Administration with the opportunity to immediately identify emerging or existing problems and take early actions to prevent escalation of crisis. For better management and keeping in mind the future volumes of complaints/queries expected to arise, the Gurugram Administration came up with a simple yet highly effective way of categorizing the complaints using color code.

A Color Code is a system for displaying categorized information by using different colors. In this scenario it means marking of same set of complaints with same color for better visibility and easy accessibility of solutions. This exercise helps to move in the right direction of systematizing the complaints received so far and hence, quick actions can be taken.

### **Categorization of Coding**

Color coding technique is used by the Gurugram Administration for all kind complaints. This will be used to segregate the complaints based on the urgency and purpose of the complaint from citizen. Five major categories of this process are as follows:

1. **RED** – All the medical cases and provision of food to slums, unorganized sector, labourers, etc. demanding urgent attention are clubbed under this category. Immediate attention is absolutely necessary in such scenarios and thereafter follow up will also be done. For example: Covid+ cases, highly suspected individual (to be directed to Health Department Helpline No. 108 and Police department No. 100), Ambulance required (to be directed to Health department Helpline No. 108).
2. **YELLOW** – Queries related to quarantine facilities available and Self-Quarantine guidelines. They are seen as potential threats to others in their immediate environment hence, proper information and guidelines need to be provided. These calls require follow up. Talking and regular check-up with them for another 14 days can ensure a healthy and safe place for all. Support teams have been created in order to look into the mental well-being of those under home-quarantine.

3. BLUE – This category includes the follow up calls made by the District Administration. For example: Regular checking for 14 day period for people in home-quarantine, food availability in a slum area, etc.
4. GREEN – All the information related complaints with a normal urgency are categorized here. These complaints do not require follow up and are solved then and there. For example: Preventive measures, Quarantine and testing centers related information, etc.
5. WHITE – Complaints of irrelevant nature are put up under this category. They do not require follow up nor immediate attention. For example: issuance of curfew pass other than medical emergency, etc.

### **Benefit to the Administration**

This classification helps to speed up the Grievance Redressal System. It highlights the visibility of domain from where largest portion of complaints are recorded. It also proves as a helping hand in monitoring and supervising the resolution of complaints by the officials of the departments concerned. This systematic approach leads to the increase in accountability of the concerned official. Timely delivery of solutions and corrective actions by the field teams can be ensured through this Complaint Management System. With increased satisfaction among citizens during this time of uncertainty and crisis, maintenance of law and order situation is also achieved using the above mentioned measures

### **What can be done next?**

The system thus developed is focused on maximizing the value of the data collected, ensuring its accuracy. This information is fed in to a process designed to determine the actual cause and required actions to address the citizen's immediate concerns and prevent the recurrence. Further to this, the above approach requires that more a detailed analysis of the general body of complaint data is analyzed and used as the basis for future crisis situation.