

**NATIONAL INSTITUTE OF TECHNOLOGY
KURUKSHETRA - 136 119**

No.Estt-II/ 306

Dated: 16/01/17

NOTIFICATION

This is in supersession of this office letter No.Estt.-II/2943 dated 21.04.2009 and subsequent letter No.D/2011/5818 dated 30.09.2011.

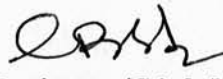
A Committee of the following is constituted for effective and prompt redressal of staff grievances (teaching & non-teaching staff):

- | | |
|--|----------|
| 1. Dr. Rajendra Kumar,
Professor, Hum. & S.S. Deptt. | Chairman |
| 2. Dr. S.N. Sachdeva,
Professor, Civil Engg. Deptt. | Member |
| 3. Dr.(Ms.) Saraswati Setia,
Professor, Civil Engg. Deptt. | Member |
| 4. Dr. Mohd. Firoz,
Asstt. Professor, Business Admn. Deptt. | Member |

The Representative of NITK Teachers Association/NITK Karamchhari Sangh will be invited by the Committee concerned as a Special Invitee for the purpose under reference as per requirement. The Committee may invite to the Registrar as a Special Invitee for the said purpose as per requirement.

The Committee may meet atleast once in a month to consider the grievances of employees, if any. The Establishment Section/Registrar office will provide all the secretarial assistance to the Committee as per requirement.

This issues with the approval of the competent authority.


Dy. Registrar (GA & Legal) 16/01/17

Copy to:

1. All Concerned.
2. All Deans.
3. All Head of the Departments/Coordinator of Schools.
4. All Head of the Sections.
5. Professor Incharge,CCN/ Training & Placement.
6. Prof. I/c (Public Relations & Administration).
7. Prof. I/c (Academic & Examinations).
8. Principal Technical Officer, Workshop.
9. S.M.O., Health Centre.
10. S.A.S. Officer, Sports.
11. Librarian.
12. Sr. Secretary to Registrar.
13. Sr. Secretary to Director for kind information of the Director.

No.C.36011/1/2005-PG
Government of India
Ministry of Human Resource Development
(Department of Secondary & Higher Education)
Public Grievance Section

Dr MK Soni

13/12

Dr MK Soni

19/12

New Delhi, the 7.11.05

To
The Head of Autonomous/Subordinate
organisations and PSU

आवृत्त संख्या-136119. 24/8
संज्ञक संख्या 9.12.05
दिनांक

Subject: Strengthening the Staff Grievance Redress Mechanism - reg.

Sir,

I am directed to forward herewith a copy of Deptt of Administrative Reforms & Public Grievances OM No. K.11011/5/2005-PG dated 14th Sept 2005 along with the essential features for setting up of staff grievance redressal mechanism for Government employees. Deptt of AR&PG has emphasized the need for strengthening the Staff Grievance Redress Mechanism in the autonomous/subordinate organisations and PSU under the administrative control of this Deptt.

2. It is, therefore, requested that Staff Grievance Redressal Mechanism may be set up in your organisation as per essential features prescribed by Deptt of AR&PG. for effective and prompt redressal of staff grievances. The name and designation of the officer so appointed may be intimated to this Deptt, at the earliest.

to do needful
as marked at 'A'
MK Soni
16.12.05
No. C/1967

Yours faithfully,

(Signature)

(K.K.Mishra)

Under Secretary to the Government of India

9.12.05

Encl: As above

17/12
Dr. R. K. Singh
GA
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19/12/05

The & circulars pertains to you for necessary action.

msb
9.12.05

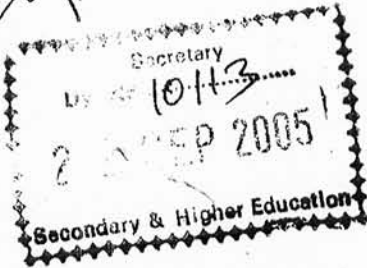
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No.K-11011/5/2005-PG

Government of India

Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhavan, Sansad Marg,
New Delhi, the 14th September, 2005



Office Memorandum

Subject:- Strengthening the Staff Grievance Redress Mechanism

Department of Administrative Reforms & Public Grievances had issued instructions to all Ministries/Departments to set up an institutionalized arrangement for dealing with the grievances of staff in a sympathetic and prompt manner. However, it has been observed that a large number of grievances relating to service matter are still being received in the Department of Administrative Reforms & Public Grievances. Government employees seek outside help for redressal of their grievances and more and more employees are resorting to litigation in the various banches of the Central Administrative Tribunals as they fail to get proper redress from their offices. This is probably due to the fact that in many Government offices there is no formal institutionalized arrangement to redress the genuine grievances of the employees or there is no organised system of monitoring of grievances to ensure fair and timely redressal of such grievances.

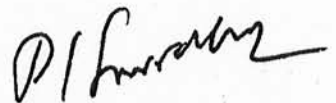
2. If the administrative response towards the grievances relating to service matters is adequate and prompt, the majority of cases of government employees resorting to outside influence for furtherance of their service interest will not arise. Where the rules or procedures are cumbersome, steps may be taken to simplify them. There is also a need to fix time norms for all matters, as it is the delay in the disposal of staff matters that most often drives employees to secure redress through outside help including approaching different Courts. It has also been observed that employees' frustration rises from the perception of inaccessibility and lack of concern by superior officers, failure to acknowledge and act on grievance applications and non-involvement in departmental activities.

3. In view of the importance of the subject and the concern of the Government for ensuring welfare of its employees, it is considered necessary that all Central Ministries/Departments as well as the offices under their administrative control should set up an institutionalized arrangement for dealing with the grievance of staff, sympathetically and

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promptly. The set up for redress of staff grievance may be according to suitability of different organisations and may be different in different Ministries keeping in view the nature, functions and size of the government offices. However, it is necessary that such redress machinery should have certain essential features, as incorporated in the attached Annexure.

4. It is requested that the issues concerning the grievances of the staff may be addressed promptly and sympathetically by activating the post of Staff Grievances Officers with exclusive mandate and access to Joint Secretaries and above level officers. In addition, the system should also keep provisions for appeals by employees to a higher authority.



(P.I. Suvrathan)
Additional Secretary

Deptt. of Secondary & Higher Education,
Ministry of Human Resource Development,
(Shri S.K. Banerjee, Secretary),
Shastri Bhavan,
New Delhi 110001

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Annexure

Essential Features for setting up of Grievances Redressal Machinery for Government Employees working in Ministries/Departments/Offices of the Government of India

- i) Every Ministry/Department/Office should designate a Staff Grievance Officer (SGO) in the Ministry/Department and also in their attached and subordinate, regional/zonal offices to deal with grievances of the employees working in the respective organisation. Though in small organisation, the Head of Office or any officer of a comparative status could function as Staff Grievance Officer, in a Ministry/Department, an officer of the level of Deputy Secretary/Director should be entrusted with such work and designated as Director (Staff Grievances).
- ii) Director (Staff Grievances)/SGO should make himself/herself freely available to hear the grievances personally, at least once a week, at fixed timings. Similarly, the Secretary in the Ministries/Head of Departments/Head of Offices should make himself/herself available once in a month at fixed timings when employees could meet him/her in person for redress of their grievances.
- iii) Every grievance from the staff should be registered and if a final decision is not possible within a fortnight, an acknowledgement should be sent to the applicant along with an indication as to when he/she can expect a final reply.
- iv) SGO/Director (Staff Grievances) should be specifically charged with the work of monitoring the grievances and ensuring that timely action is taken on the same. As a matter of general rule, no grievance should be pending beyond the limit of three months.
- v) As far as possible, a reasoned reply should be given while replying to the grievance submitted by a Government employee.
- vi) It should be the duty of every official to deal with the staff matters in a fair, impartial and speedy manner. Where Rules and Regulations have already been laid down by the Government, the same should be applied uniformly. Discretion, where permissible, should be used in a limited number of cases and in a manner which does not lead to dissatisfaction among other employees.
- vii) Existing arrangements pertaining to matters like completion of service documents, drawal of annual increment, preparation of Seniority Lists etc. which are necessary for promotion to higher grades should be continuously reviewed, and delays avoided so that employees do not have to undergo hardship in service matters.
- viii) In other service matters like transfers, postings in difficult areas, etc., clear-cut norms should be prescribed. For example, laying down a limit of 2-3 years for posting in a difficult area, ordering routine periodical transfer only at the end of the school session and providing uniform opportunities for deputation, training, etc.

- ix) Meeting of the Selection Committees/Departmental Promotion Committee should be held regularly and a select list/approved list of officials approved for promotion prepared in advance so that when an official is transferred or retires and vacancy is to be filled up by transfer or promotion, the same is done promptly without affecting the work or efficiency of the organisation concerned. This will also ensure that opportunity of timely promotion to an official next in line is not delayed or denied which otherwise could give rise to a grievance.
- x) For requests of various kinds from the staff on personnel matters, like seeking admission to join educational institutions, for grant of leave, request to leave station, advances for medical attendance/travelling allowance, festival advance for purchase of a motor car/motor cycle, etc., issue of LPC, issue of 'no-objection certificate', transfer of GPF balance, transfer of service documents, etc., time limits for completion of action should be fixed within which, as far as possible, the personnel/administration section should complete the action so that the applicant does not have to waste time on unnecessary enquiries or personal visits to the concerned sections. As far as possible a week to two weeks should be the outer limit for deciding all such routine matters.
- xi) Nodal Ministries like the Ministry of Health, Ministry of Urban Development etc., which look after the medical care and residential accommodation of all Government employees, should make specific arrangements for redress of employees' grievances relating to their services and designate an officer of appropriate rank as Director of Grievances who should meet Government officials and hear their grievance once a week at fixed timings, like other Director (Staff Grievances).

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F.No.K-11011/1/2005
Government of India
Ministry of Personnel, Public Grievances and Pensions
(Department of Administrative Reforms & Public Grievances)

Sardar Patel Bhavan, Sansad Marg,
New Delhi, the 27th September 2005.

Office Memorandum

Subject: Strengthening of the Public Grievances Redress Machinery- Role of Director of Grievances.

28/7/05
5/10/05
The Department of Administrative Reforms & Public Grievances have been issuing detailed instructions regarding setting up of internal grievance redressal machinery in each Ministry/ Department/ Public Sector Undertaking/ Autonomous Organisation to make administration more responsive to the needs of the citizens. The instructions, inter-alia, stipulate that: -

- (i) Each Ministry/Department/Public Sector Undertaking/Autonomous Organisation may designate a full time Grievance Officer, known as the Director of Grievances. The Officer may be of the rank of Joint Secretary to Government of India who by virtue of his experience and jurisdiction can take decisions more objectively.
- (ii) The Director of Grievances will be actively involved in the process of dealing with grievances. Each Ministry/Department/PSU/Autonomous Organisation may formulate a job-chart for the Director of Grievances.
- (iii) The Director of Grievances will be vested with powers to call for files/papers connected with grievances pending for more than three months in the Ministry/Department and to take a decision thereon with the approval of the Secretary of the Ministry/Department. He may also communicate the final decision to the aggrieved party.
- (iv) The Director of Grievances shall report directly to the Secretary/Head of the Organisation. His relationship with the line-functionaries may be clearly defined. The procedures necessary for his effective performance may also be clearly indicated.
- (v) The name and designation of the Director of Grievances should be separately incorporated in the list of officers appearing in the local telephone directories.

2. The above instructions on Internal Grievance Redress Machinery have by and large been complied with by the Ministries/Departments. However, its effectiveness in settling public grievances expeditiously has not always been up to the mark. In the interest of expeditious disposal of grievances, the Directors of Grievances may exercise more frequently the powers vested with them to call for papers/documents of long pending cases and take decisions with the approval of the Secretary or Head of the Organisation. Further, the Director of Grievances may take measures to analyse the grievances received by them with a view to identifying the major grievance-prone areas and devising corrective measures so as to reduce the recurrence of such grievances.

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3. One of the important issues that needs urgent attention of the Director of Grievances is grievances relating to pensionary matters. It has been observed that a large number of grievances pertaining to pensions and retirement dues are received in this Department mainly relating to delay in payment of settlement of claims. The pensioners have to visit the concerned Departments time and again and also approach this Department when the grievance is not redressed by the concerned Departments.

4. It is suggested that the Director for Redressal of Public Grievances may also function as the Nodal Officer for Citizens' Charter.

Geetha

(Geetha Nair)
Deputy Director (PG)
Tel.No.23741006

Department of Secondary Education and Higher Education,
(Shri Ravi Mathur, Joint Secretary),
'C' Wing, Room No.107,
Shastri Bhavan
New Delhi-110001

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Sh.Ms.

R. V. S. Singh
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No.C.36011/11/2005-PG
Government of India
Ministry of Human Resource Development
(Department of Secondary & Higher Education)
Public Grievance Section

New Delhi, the 17th Nov., 05.

To

The Head of all the autonomous/
subordinate organisations & PSU

Subject: Strengthening of the Public Grievances Redressal Machinery -
Role of Director of Grievances.

Sir,

I am directed to forward herewith a copy of Deptt of Administrative Reforms & Public Grievances (AR&PG)'s OM No. K.11011/1/2005 dated 27th Sept 2005 on the above noted subject and to say that as per the instructions issued by Deptt of AR&PG every organisation must designate a full-time Grievance Officer/Director of Grievances, if not already appointed and the organisation should settle the grievances keeping in view the instructions of the Deptt of AR&PG.

2. It is requested that the action taken in the matter may kindly be intimated to this Deptt at the earliest.

Yours faithfully,

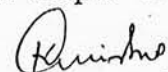


(K.K.Mishra)

Under Secretary to the Government of India
Tele: 23384810

Encl: As above

Copy with a copy of Deptt of AR&PG OM dated 27.9.2005 for information and necessary action to all Bureau Heads in the Deptts of S&HE and EE&L with the request to kindly advise the organisations under their administrative control to designate a full time Grievance Officer/Director of Grievances in their organisations and also settle the grievances keeping in view the instructions as contained in Deptt of AR&PG's OM dated 27th Sept 2005.



(K.K.Mishra)

Under Secretary (PG)

Sir,

The circulars pertain to you for taking necessary action.

W. S. S. S.