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GOVERNMENT OF PUDUCHERRY
ABSTRACT

Chief Secretariat – A.R.Wing – Redressal of Grievances of the Public – Instructions – Issued.

CHIEF SECRETARIAT (ADMINISTRATIVE REFORMS WING)

G.O.Ms.No.4/2010/A2/ARW

Puducherry, dt : 12-08-2010.

READ:
1) G.O.Ms.No.7 dt.28-09-1985 of the Chief Secretariat (P&AR Wing), Pondicherry.
2) G.O.Ms.No.2 dt:23-01-1986, G.O.Ms.No.2 dt:28-07-1988 & G.O.Ms.No.1 dt:19-01-1989, of the Chief Secretariat (P&AR Wing), Pondicherry
3) G.O.Ms.No.1 dt.03-03-1992 of Chief Secretariat (P&AR Wing), Pondicherry
4) G.O.Ms.No.1/A3/ARW/2004 dt.18-01-2004 of the Chief Secretariat (ARW), Pondicherry (copy enclosed)

ORDER

The procedure to deal with petitions/grievances received from the public and steps to be taken for Redressal of the same are detailed vide G.O. 1st cited above and Chapter XXII of the Manual of Office Procedure. G.O. cited 4th above laid down instructions to be followed by Secretaries and Heads of Departments for hearing public grievances. These orders, however, did not lay down explicit instructions for grievance Redressal mechanism in various offices under a department.

2. Receipt of a large number of RTI applications indicate that there is imperative need of setting up of a multi layered, integrated and comprehensive public Redressal grievance mechanism in all offices of the Government. Moreover, such a mechanism should allow application of full range of available ICT tools to facilitate in due course on line Redressal of grievances and provisions of other citizen centric services

3. Accordingly, the above instructions have been reviewed and it is felt necessary to issue the following additional instructions for setting up a well structured and empowered public grievances Redressal mechanism in Puducherry.

4. <u>The First Level of Grievance Redressal:</u>

(i) All Heads of field offices will set apart one hour each day for redressal of public grievances. This will be the first level of grievance redressal.

(ii) The public grievance redressal hour will be conspicuously displayed in office premises.

(iii) The date on which the Head of Office cannot attend to public grievance redressal, due to leave/meeting etc., he will suitably depute the next senior most officer of the office for dealing with public grievances. The said officer will meet the public in the Chamber of the Head of Office.

(iv) Acknowledgement should be given to the petitioners in the prescribed form as stipulated vide the order No.F.12014/2/09/A2/ARW dated 24.8.2009 of the Department of Personnel & Administrative Reforms (A.R.Wing). A separate register for public grievance applications will be maintained in a suitable form.

(v) It would be the endeavour of every Head of Office to dispose of public grievances at the earliest. If the matter pertains to his/her office and is within his/her powers, the same shall be disposed of on the same day.

(vi) If the grievance is not within his/her power or requires consultation with other offices, a date not exceeding one month will be given to the petitioner for redressal of his grievance. The matter will be referred to the concerned office/competent authority for redressal of grievance indicating the next date given to the petitioner.

(vii) The concerned office will make all efforts to provide the requisite information or decide the matter with the approval of the competent authority and intimate the action taken to the forwarding office within the time given to the petitioner for redressal of the grievance.

(viii) In rare cases, where redressal is not possible within the time indicated, the concerned office will give interim information to the forwarding office indicating a date by which final action to redress the grievance of the petitioner will be completed.

(ix) On receipt of the required information/action by the concerned office/competent authority, the concerned Head of Office will intimate the petitioner, the action taken for redressal of his grievances, on the appointed date.

5. <u>The Second Level of Grievance Redressal:</u>

(i) A Second level of grievance redressal would be set up at the level of the concerned Head of Department (HOD)/Collector/Regional Administrator. If the grievance pertains to a single department, the applicant will approach the concerned department for second level of grievance redressal. If the grievance pertains to more than two departments of the Government of Puducherry or a department of Government of Puducherry and an authority not belonging to Government of Puducherry, the applicant will approach the Collector/Regional Administrator. Head of Department/Collectors/Regional Administrators will fix at least two hours on every Monday morning to attend to public grievances. During these hours, they will take up only such cases of public grievances which could not be redressed at the first level of grievance redressal.

(ii) On compelling reasons, if the Heads of Department/Collector/Regional Administrator is not available in the Head Quarter, he/she shall nominate one of the Senior Officer of the department to meet the public in the chamber of the Heads of Department/Collector/Regional Administrator as the case may be. The Collectors/Regional Administrators will also designate the authority/office who will hear the public grievances in the first instance in respect of Revenue Department. Procedure mentioned in para 3 (i) to (ix) above of the 1st level of Grievance Redressal for disposal of public grievance in the first instance will be applicable to such revenue authorities.

(iii) Acknowledgement should invariable be given to the public on receipt of petitions as per the guidelines issued vide order No.12014/2/09/ A2/ARW dated 24/08/2009 of Department of Personnel and Administrative Reforms (A.R.Wing), Puducherry. Head of Department/Collectors/Regional Administrators will register all public grievances petitions and hear grievances from the petitioners and pass such orders as deemed fit for redressal of public grievances. Wherever required, they may give a date for obtaining report from the concerned department and/or personal appearance of the departmental representative for attending the hearing of public grievances.

(iv) It shall be the duty of the concerned first level officer to appear, if called, and send action taken report on the first grievance petition filed by the petitioner before them to the Head of Department/Collector/Regional Administrator.

(v) In case the grievance of the petitioner at the first level is not redressed, the report of the first level grievance machinery will clearly indicate as to why the grievance could not be redressed.

(vi) On hearing the first level representative/perusing his report and on hearing the petitioner, the Collector/Regional Administrator may pass such orders as deemed fit by them.

(vii) When a grievance is redressed, an entry to that effect would be made in the register kept for this purpose by the HOD/Office/Collectors/Regional Administrators.

(viii) If the grievances of the petitioner cannot be redressed under the existing rules/procedures/policies, and the Head of Department/Collector/Regional Administrators is satisfied that the genuineness/merit of the grievances is so overwhelming as to warrant relaxation/amendment in existing rules/procedures/policies they will forward the case to the third level of grievance redressal after fully verifying facts, circumstances and merit of the case.

6. The Third Level of Grievance Redressal:

(i) A third level of grievance redressal will be set up at the secretarial level. It will consist of a Committee comprising of Chief Secretary, Finance Secretary, Director General of Police and the Administrative Secretary concerned. Joint Secretary (ARW) will act as non-member Secretary of the Committee. The Committee will meet once a month or earlier depending on the workload. The Committee will take up only cases where grievances could not be redressed under the existing rules, procedures or policies.

(ii) The above Committee will consider the cases forwarded by the second level grievance redressal machinery i.e. District Collectors/ Regional Administrators, who, while forwarding cases of the Committee will clearly indicate as to why the grievance could not be redressed under the existing rules/procedures/ policies. Genuineness and merit of the case, as verified by the second level grievance redressal machinery meriting changes in policies and procedures, will also be recommended while forwarding the grievance to the State Level Grievance Redressal Committee.

7. Computerisation of Grievance Redressal Functions:

The proposed grievance redressal machinery will be progressively computerized, hosted on the web and brought under a single nodal agency, e.g. Collectors/Regional Administrators, so that its functions can be converged with Citizen Service Centres in due course.

8. Monitoring and Supervision:

Inspections will be done by all Secretaries to ensure that grievance redressal mechanism has been effectively set up in all offices under their control. While doing field visits they will specifically comment on the effective functioning of the grievance redressal machinery in offices and departments functioning under them.

9. Grievances on Common Service matters:

Government of Puducherry has separately constituted Committees to redress the grievances of Govt. Servants at various levels which will effectively function

// BY ORDER //

12.8.X

(G. THEVA NEETHI DHAS)
SPECIAL SECRETARY TO GOVT.(PERSONNEL)

To

1. The Director of Stationery and Printing, Puducherry – with a request to publish in the Gazette and send 50 copies to this Office.
2. All Secretaries to Government.
3. The Collector Puducherry/Karaikal
4. The Regional Administrator, Mahe/Yanam.
5. All Head of Departments/Offices

Copy to:

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2. The Secretary to Chief Minister, Puducherry.
3. The Private Secretary to All Ministers, Puducherry.
4. Technical Director, NIC, Puducherry – with a request to kindly host this in the Official Website.
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