

No.6/327/2011-PER/3459
UT Administration of Daman & Diu,
Department of Personnel &
Administrative Reforms,
Secretariat,
Moti Daman – 396 220.

Dated : 03 / 01 / 2012

ORDER

The Administrator of Daman & Diu is pleased to set up a Directorate of Public Grievances for the Administration of Daman & Diu.

The structure of the Public Grievance Directorate shall be as under :

- i) Secretary (Public Grievance) : Development Commissioner, UT
Administration of Daman & Diu.
- ii) Director, Public Grievance : Collector, Daman
- iii) Deputy Director, Public Grievance : Deputy Collector (H.Q.), Daman

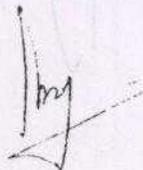
The Director of Grievances is vested with powers to call for files/papers connected with the grievances pending for more than three months and to take a decision thereon with the approval of the Secretary of the Department or Head of Department. He shall also communicate the final decision to the aggrieved party.

The Director shall entertain grievances from public after the Complainant fails to get redressal from the Department concerned within a reasonable period of time.

The Director of Grievances shall report directly to the Secretary (Public Grievance).

Objectives for setting up of the Public Grievance Directorate:

It has been observed that while interacting with the Departments, the common man faces various types of difficulties, which perhaps can be avoided by taking suitable remedial measures. While some of the difficulties relate to inadequate supervisory control, lack of discipline in the offices and lack of observance of procedures, a few relate to behavioural approach of the officers/officials towards the public. It is therefore necessary that efforts are made to remedy the deficiencies in working of Government offices at all levels so that there is positive improvement in functioning of Government offices and the difficulties faced by common man are mitigated and his grievances attended to promptly and sympathetically.



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Guidelines / Functions of the Directorate :

With a view to ensure prompt and effective redress to the grievances, the following guidelines may be observed.

1. The Directorate shall take up the complaints according to the norms laid down for the purpose after fully satisfying itself about the bonafides of the complainant and keeping in view the gravity of the subject matter of the grievance.
2. The grievances received by the Directorate may be forwarded to the concerned departments, who are dealing with the substantive function linked with the grievance for redress under intimation to the complainant.
3. All grievances received in the departments should be invariably routed through Director of Grievances before they go to the concerned Secretaries.
4. The Directorate shall acknowledge each grievance petition within three days of receipt, indicating the name, designation and phone number of the official who is processing the case. The time frame in which a reply will be sent should be indicated.
5. The Directorate shall be authorized to call for the relevant files/papers from any Department concerned and its subsidiary offices with a view to examining whether the grievance has been dealt with in a fair, objective and just manner and whether a decision containing reasons has been communicated to the complainant within a reasonable time.
6. The Directorate shall deal with the grievances in a fair, objective and just manner and issue reasoned speaking reply for every grievance rejected.
7. Where the Directorate is satisfied that the grievance has not been dealt with in a fair, just and objective manner, it shall make a suitable recommendation on the case and communicate the same for consideration and adoption by the Secretary of the concerned Department.
8. If during the course of inquiry, the Directorate finds that there is evidence of corrupt practice or dereliction of duty, as the case may be, it shall remit the case to the authority concerned for a vigilance inquiry or departmental inquiry, as the case may be.
9. If delay or inaction in redressal of public grievance indicates a repeated or grave default on the part of an officer, the Directorate shall recommend appropriate action to be taken against concerned officer.

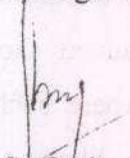
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10. The Directorate shall not concern itself with policy matters or where a grievance has already been disposed of at the level of the Secretary in charge of the Department. It shall also not entertain grievances relating to service matters (excluding those relating to payment of terminal benefits, like gratuity, GPF), commercial contracts or cases which are subjudice or where quasi-judicial procedures are prescribed for decision making. The UT Administration has already set up Employees Grievance Cell for the grievances of employees of UT Administration.
11. Quick action should be taken for redressing the grievances on a time bound basis. The complainant should be quickly informed of the action taken by way of redressal, where such redressal can be given within a month's time. Where redressal is likely to take longer, an interim reply should be sent to the complainant explaining the steps taken and assuring that further necessary action is being taken in the matter.
12. While rejecting a grievance petition/communicating the final decision, the reason/rules, if any, under which it has been rejected and also the grounds of rejection should be clearly indicated alongwith details of the appellate authority where applicable.
13. Time norms for disposal of application/requests for services/activities which bring the public in contact with the departments should be fixed so as to ensure improved public interface and greater accountability.
14. The Wednesday of every week is earmarked as meetingless day for grievance redressal, when all officers shall remain in their offices and shall receive and hear public grievances between 9.30 am to 1.30 pm.
15. The name, designation and telephone number etc. of the Director (Public Grievance) should be displayed prominently at the reception and other convenient places in the office buildings. Wide publicity should be given about the grievance redressal machinery. All Head of Offices shall display such Board at their office.
16. A locked complaint box should be placed at the reception of Directorate of Public Grievance; where public may drop their complaints.
17. The Directorate of Public Grievances shall forward a monthly report to Secretary (Public Grievance) for the grievances received by him, disposal and pendency, in Annexure I every month.
18. The Directorate shall initiate action for on-line receipt of Grievance with the assistance of e-governance Society.
19. All the information of the Directorate of Public Grievance shall be made available on the website of the Directorate. All the monthly reports, pendency of public grievances etc. be uploaded on the website regularly.

20. The following staff shall assist the Directorate of Public Grievance.

- i) Superintendent (Gaz.), Collectorate, Daman.
- ii) Shri Keshav G. Navghare, UDC, Collectorate, Daman.
- iii) Shri Ramchandra V. Sadekar, LDC, ARCS Department, Daman.

By order and in the name of the
Administrator of Daman & Diu
and Dadra & Nagar Haveli.


(P. S. Jani)

Joint Secretary (Pers.)

Encl : Annexure I.

To,
All Head of Offices/
Head of Departments.

Copy for information to :-

1. The Staff Officer to Administrator, Secretariat, Daman.
2. The Development Commissioner, Secretariat, Daman.
3. The Finance Secretary, Secretariat, Daman.
4. The Managing Director, OIDC, Daman.
5. The Secretary (Education), Secretariat, Daman.
6. The Collector, Daman/Diu/DNH.
7. The Director of Accounts, Daman.
8. The Deputy Secretary (Per), DNH for similar action in respect of DNH Administration.
- ✓ 9. The D.I.O., NIC, Daman for uploading the same to the Administration website.
10. The Govt. Printing Press, Daman for publication in the Official Gazette.
11. The Asstt. Director (OL), Daman for translation into Hindi.
12. Office copy/Guard file.

ANNEXURE - I

Sr. No.	Date of receipt of grievance	From whom received (Name & Address of applicant)	Pertaining to which Dept.	Subject (Brief description of grievance)	Date of Disposal	If pending, status thereof.	Remarks

No. :-

Dated :-

Director of Public Grievance