



Government of Odisha

ଶ୍ରୀମତୀ ଉଷା ପାଢ଼ୀ, ଭା.ପ୍ର.ସେ.

କର୍ମଚାରୀ ତଥା ଶାସନ ସଚିବ,

ବିଦ୍ୟାଳୟ ଓ ଗଣଶିକ୍ଷା ବିଭାଗ, ଓଡ଼ିଶା

Smt. Usha Padhee, IAS

Commissioner-cum-Secretary to Government
School & Mass Education Department, Odisha

No. 25463
VI-SME (B)-74/2012

Date:

5/10/12

To

All the DEOs, DPCs & D.I of Schools.

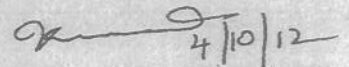
Sub: - Redressal of Grievance.

Sir/Madam,

As you know right to be heard & Redressal of Grievance are the critical indicators of good governance. It has been experienced that a large number of applications/complaints are received at State Head quarters which could have been settled at the Block or Dist level. Bringing the grievances to the state level will not only delay the action but also the applicants/complainants have to come to State Headquarters. Sustainability of any system depends on its function and benefit provided at grass root level. Keeping in view the above aspect, it has been decided to decentralize the redressal of grievance for effectiveness of the programme. **A set of guidelines on the Grievance Redressal System and monitoring is enclosed.** You are requested to take steps as per the instruction/guidelines for successful implementation of the Grievance Redressal System.

In the recently held Collectors conference, **it has been decided to hold the grievance day on every working Monday.** So it is directed to hold the Grievance hearing on Mondays without any deviation by following the guidelines issued now by the Department.

Yours faithfully.

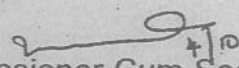

4/10/12
Commissioner-Cum-Secretary

Memo No. 25464 Dt. 5/10/12


Copy submitted to the Chief Secretary Government of Odisha, for kind information

Memo No. 25465 Dt. 5/10/12

with enclosure

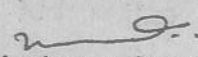

Commissioner-Cum-Secretary

Copy forwarded to all the Directors of School & Mass Education Deptt. for information & necessary action.


Commissioner-Cum-Secretary


Memo No. 25466 Dt. 5/10/12

Copy forwarded to the Grievance Redressal Officer for information & necessary action. He is required to compile the monitoring format every month.


Commissioner-Cum-Secretary

Memo No. 25467 Dt. 5/10/12

Copy to all Collectors for information & necessary action.


Commissioner-Cum-Secretary

GUIDELINES FOR FUNCTIONING OF GRIEVANCE REDRESSAL SYSTEM

1. Declaration of Grievance Day:-

Every working Monday is designated as the Grievance Day. All the officials/ functionaries of the department to be available to the public in their respective headquarters/office.

2. Receipt of Complain/Grievance:-

- i. A person can file complain relating to any policy, programme, scheme or violation of any law, policy, order.
- ii. Grievance relating to service matter of a public servant whether retired or serving.
- iii. The person can file complain/ grievance in a prescribed format (Form-I) or on plain paper specifying name, address with phone no. and particulars of complaint/grievance. They can attach extra sheet on the complaint if space in the format is inadequate.
- iv. Form-I will be provided to the person who desires to file complain and a person authorized by the Grievance Redressal officer will assist to fill up the form, if needed.
- v. The Complaint/Grievance shall be received by the Grievance Redressal Officer or any other officer authorized by him.

3. Acknowledgement: -

On receipt of the complaint, the GRO or authorized officer shall give acknowledgement of complaint.

4. Level of Filing Complaint:-

To strengthen the District level and State level Grievance Redressal mechanism, the D.I, DPC, DEO and State level officer are designated to receive the applications and provide the acknowledgement as below.:

Level

Grievance Redressal by:

Education District level –

District Inspector of Schools.

District level –

District Education Officer and
District Project Co-ordinator.

State level -

Secretary, S & M E & Directors at
Grievance Redressal Cell,
OPEPA.

5. Grievance Redressal Officer: -

Every working Monday will be fixed for hearing of Grievance and concerned Head of the Office should be available in the Grievance Redressal Cell. If the officer is otherwise engaged, he must authorize the next senior officer for hearing of grievance. All the DIS, DPCs and DEOs should identify an officer as GRO. The GRO will assist the head of the office and process the grievance petitions for disposal.

6. Transfer of Grievance:-

- I. The GRO must receive all the complain /Grievance.
- II. Where a complaint is made to the GRO and he is of view that the matter is connected with the function of another public hearing officer, he shall transfer the complaint to such another public hearing officer, and inform the complainant within seven days about such transfer.

7. Maintenance of Register & Monitoring: -

- I. All the complaints received must be registered in the prescribed format (enclosed) in a register which has to be entered in computer subsequently. The services of the Data Entry Operator engaged under SSA, OPEPA/RMSA to be used for this purpose.
- II. Monitoring format (MF) enclosed will be compiled & to be reported by DPC on monthly basis to GRO, S & ME Deptt. by 10th of every successive months.

8. Stipulation of Time for disposal:-

- I. Every grievance/ complaint received must be disposed of within a stipulated time.
- II. The stipulated time shall start from the date when a complaint is received.

- III. While computing the stipulated time limit, the public holidays shall not be counted.
- IV. If the complaint / Grievance is to be rejected it must be communicated to the complainant within the stipulated time. This time limit to be intimated in the acknowledgement.
- V. If the decision is delayed and not finalized within the stipulated time limit, the GRO shall communicate the interim reply and specify time limit for final disposal.
- VI. Complaint related to employees to be disposed of as per the time norm stipulated in "SANKALP".
- VII. A complaint which has to be cleared in own office must be done within 10 days.
- VIII. If the case is related to other office (One level) this is to be disposed of within 20 days.
- IX. In such cases where multi level action is needed the time limit is for 45 days.
- X. Any grievance redressal by the State level also to be disposed of as per the time limit mentioned above.

9. Creation of GRIEVANCE REDRESSAL CELL & Display on the office wall:-

Grievance Redressal Cell to be constituted under GRO with required logistic support. There shall be display of details of Grievance Redressal cell on the office wall for the convenience of the public with the name of GRO and day of hearing.

Sample of Grievance Redressal Cell Board (2ft×4ft)

Office of _____
Head of the Office _____
Name of GRO _____
EVERY WORKING MONDAY IS A GRIEVANCE REDRESSAL DAY

This will come in to effect immediately.





ଦରଖାସ୍ତ ଫର୍ମ

ପ୍ରାପ୍ତେଷୁ,

ଅଭିଯୋଗ ଶୁଣାଣି ଅଧିକାରୀ

ଦରଖାସ୍ତକାରୀଙ୍କର ନାମ:

ଠିକଣା :

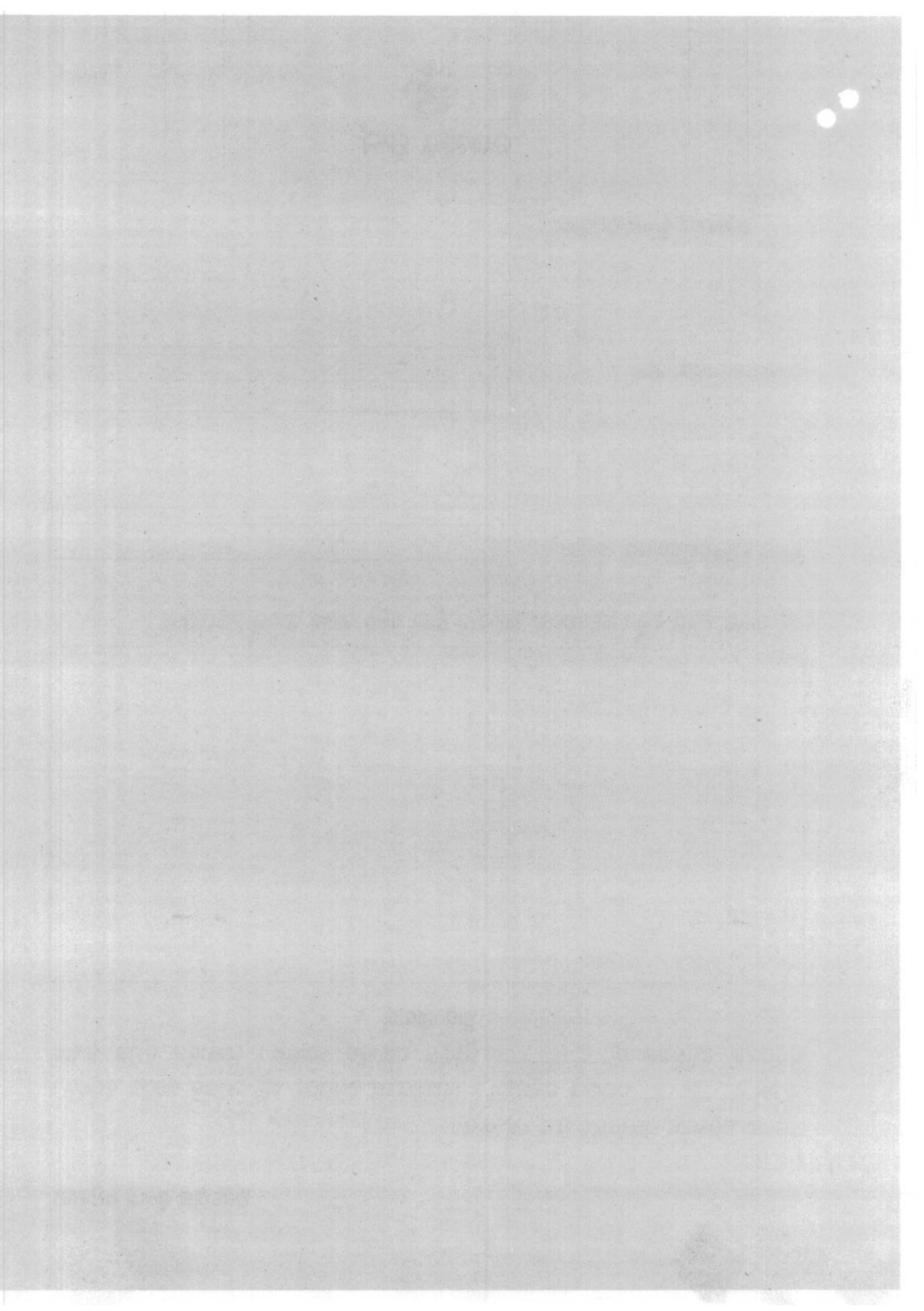
ଫୋନ ନମ୍ବର/ ମୋବାଇଲ ନମ୍ବର:

ଅଭିଯୋଗର ବିଷୟ ବସ୍ତୁ (ସଂକ୍ଷେପରେ) ଆବଶ୍ୟକ ଥିଲେ ଅଧିକ କାଗଜ ସଂଲଗ୍ନ କରିପାରିବେ ।

ପ୍ରାପ୍ତି ସ୍ୱାକାର

ଆପଣଙ୍କର ଅଭିଯୋଗ ତା _____ ରିଖରେ ପଞ୍ଜୀକୃତ ହୋଇଛି । ପଞ୍ଜୀକୃତ ନମ୍ବର ସଂଖ୍ୟା ହେଉଛି _____ ଦୟାକରି ଭବିଷ୍ୟତରେ ଯୋଗାଯୋଗ ସମୟରେ ଏହି ନମ୍ବରକୁ ଉଲ୍ଲେଖ କରିବେ । ଆପଣଙ୍କ ଅଭିଯୋଗ ପଞ୍ଜୀକରଣ ପାଇଁ ଧନ୍ୟବାଦ ।

ଅଭିଯୋଗ ଶୁଣାଣି ଅଧିକାରୀ



Monitoring Format For the Month of:-

Sl. No.	Name of the Office DI/ DEO/ DPC	No. of previous pending grievance cases	No. of cases received during the month	No. of cases transferred	No. of cases Disposed of (Settled+ Rejected) during the month	No. of Pending Cases (3+4)- (5+6)	Reason of Delay
1	2	3	4	5	6	7	8

Signature of DPC

