

F.No. AI/10/1/PG/2021 (E- 37322)
भारत सरकार / Government of India
विज्ञान और प्रौद्योगिकी विभाग / Department of Science & Technology
स्वायत्त संस्थान (एआई) प्रभाग / Autonomous Institutions (AI) Division

टेक्नालजी भवन / Technology Bhawan,
न्यू महरौली रोड /New Mehrauli Road,
नई दिल्ली /New Delhi – 110016.

दिनांक 5th June, 2023

To

Heads of all Autonomous Institutions

(As per list enclosed)

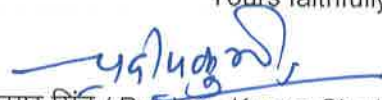
Subject: Guidelines/instructions regarding handling of grievance matters and submission of representations by the Government servants about their service matters in Autonomous Institutions under DST.

Sir/Madam,

I am directed to say that guidelines issued by the Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances and Pensions for redressal of Complaints/grievances in your Organisation have been circulated and reiterated from time to time by this Department.

2. It has come to notice that a number of representations/allegations pertaining to administrative/vigilance matters from employees of Autonomous Institutions under the administrative control of this Department, are being addressed directly to higher authorities of the Government, without following the proper channel of submission for making such representations.
3. Attention is accordingly drawn to the existing Government's instructions on submission of representation by employees about their service matters attracting the provisions of the conduct rules, which are required to be adhered by all the employees.
4. In this regard, relevant guidelines/instructions regarding handling of grievance/representations as enclosed herewith, may be followed for strict compliance.
5. It is also requested that these guidelines may be displayed on the Institute's website also, while bringing this to the notice of all the employees.

Yours faithfully,

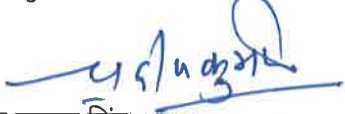

प्रदीप कुमार सिंह / Pradeep Kumar Singh
निदेशक (एआई प्रभाग)/Director (AI Division)

Encl. a.a.

Guidelines/instructions regarding handling of grievance matters and submission of representations by the Government servants about their service matters

- A Staff Grievance Redressal Officer may be designated and the name, designation, office and telephone number of the Officer should be displayed on the Institute's website/ portal.
- Every grievance is required to be dealt in a fair, objective and just manner.
- Time limits for disposal of work relating to public grievances and staff grievances may be fixed & adhered to.
- Each Institute should constitute an Internal Grievance Cell at their level. Before sending any grievance to the Ministry, the matter should be handled at the Institute level first. There should be a periodic meeting of the Grievance Committee at the Institute Level.
- Include the Public Grievances work and receipt/disposal statistics relating to redressal of public grievances in the Annual Report of the Organisation.
- Sub-judice cases or any matter concerning judgement given by any court, personal and family disputes, RTI matters may not be taken up for redressal by the Organisation.
- The grievances forwarded through PG Portal may be disposed of , as early as possible , without waiting for the maximum time period for disposal i.e. 30 days.
- Repetition of same grievance again and again may be dealt separately. With proper facts and justification the same may be handled and informed to such petitioner that repetition of grievance with the same contents may not be entertained by the Institute. However, this position may be updated against all grievances registered on PG portal.
- Pseudonymous/anonymous/false complaints may be handled as per the CVC's guidelines.
- Any representation or grievance of the employee should be addressed to his/her immediate official superior or Head of his office or authority at the appropriate level who is competent to deal with the matter in the Organisation.
- Such submission of representations directly to other authorities bypassing the prescribed channel of communication has to be viewed seriously attracting the provision of applicable conduct rules of the Institution. Appropriate disciplinary action should be taken against those who violate these instructions/ conduct rules. This would include all forms of communication including through e-mails or public grievances portal etc.
- Representations by relatives of employee is also treated as outside influence attracting the provision [Conduct Rules- prohibiting employees from bringing outside influence in respect of matter pertaining to his/ her service matter.

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प्रदीप कुमार सिंह / Pradeep Kumar Singh
निदेशक (एआई प्रभाग)/Director (AI Division)