

OFFICE OF THE REGISTRAR COOPERATIVE SOCIETIES, GNCTD;
PARLIAMENT STREET, NEW DELHI-110001

No. F.5/5/81/Estt./Coop/Vol-3/PF/65-71

Dated: 07/01/2013

ORDER

Competent Authority is pleased to order that Shri G.L. Meena, Special Registrar may function as **Director of Public Grievances** and Shri Naveen Katarya, Deputy Registrar as **Staff Grievances Officer** with immediate effect.

No extra remuneration/compensation/leave will be sanctioned for the additional work.

The Director of Public Grievances & Staff Grievances Officer will work as per office order N.F.2/1/09-AR/1547-1706 dated 10/02/2009 issued by Principal Secretary (AR) (copy enclosed for perusal). However, few important points laid down in the Manual of Office Procedure, relating to Redressal of Public Grievances, under Para 122 are as follows:

1. Every Wednesday of the week should be observed strictly as a meetingless day.
The concerned officer should remain in their office during 1000 hours to 1300 hours on every Wednesday to receive and hear grievances of the member of the public.
2. In the interest of expeditious disposal of grievances, the officer will be empowered to call the papers/documents of cases pending for more than three months and take decision with the approval of competent authority.
3. A locked complaint box will be placed at the Reception for convenient registration of complaints by members of public which must be opened by the designated officer at regular intervals.
4. a) Each grievance petition will be acknowledged within 15 days. Even if no action is warranted on a petition, a reply intimating the stand of the organization must be sent to the petitioner.
b) Time limits will be fixed for disposal of various types of public/staff grievances which are handled in the department with due regard to the minimum time needed for each type, through departmental instructions.
c) While sending replies communicating final decision rejecting a grievance petition, the reason or the rule under which it has been rejected will be communicated to the petitioner alongwith details of the Appellate Authority wherever applicable.
5. a) All public grievances received directly or through MPs/VIPs/Directorate of Public Grievances/Department of AR&PG/e-mail etc. will be registered and processed in the computerized Public Grievances Redress And Monitoring System (PGRAMS). Action to acknowledge and dispose of the grievances according to time norms fixed will be taken. Acknowledgement will contain registration number of the grievance.
b) The progress and final disposal of the grievance will be indicated in PGRAMS so that the petitioner can access the information through internet.

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- 6 The record of grievances will be retained in the computer for one year after the date of final disposal of the grievances.

Bipin Kumar
04/01/13
(BIPAN KUMAR)
DEPUTY REGISTRAR COOP. SOCIETIES

No. F.5/5/81/Estt./Coop/Vol-3/PF/ 65-71

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Copy to the following for information and necessary action.

1. Shri G.L. Meena, Special Registrar Coop. Societies.
2. Shri Naveen Katarya, Deputy Registrar.
3. PS to RCS/PA to Spl. RCS/ DRCS.
4. All Zone / Branch Incharges.
5. Incharge CTB with the direction to comply the order of AR department (copy enclosed) referred to above for display the Board showing name, designation, room number etc of the officers and a locked complaint box may be placed at Reception.
6. Mr. Om Prakash, SA presently posted in PGC will look after the work of the Branch of Director of Public Grievances and Staff Grievances Officer in addition to his own duties, with immediate effect, till further orders. He will coordinate with the concerned Branch/Zone Incharges for redressal of the complaints.
7. Asstt. Director (Computer) for uploading on website RCS Office.

Bipin Kumar
04/01/13
(BIPAN KUMAR)
DEPUTY REGISTRAR COOP. SOCIETIES