

No. 6/320/2011-PER/EGRC/1242
Administration of Daman & Diu
and Dadra & Nagar Haveli,
Department of Personnel &
Administrative Reforms,
Secretariat,
Moti Daman – 396 220.

Dated : 14 / 07 / 2011

O R D E R

An Employees Grievances Redressal Cell for the U.Ts of Daman & Diu and Dadra & Nagar Haveli is constituted as under:

1. Joint Secretary / Deputy Secretary (Personnel)
2. Concerned Head of Offices
3. Director of Accounts/Deputy Secretary (Finance)
4. Superintendent (Personnel)..... Member Secretary

(A) Objective:

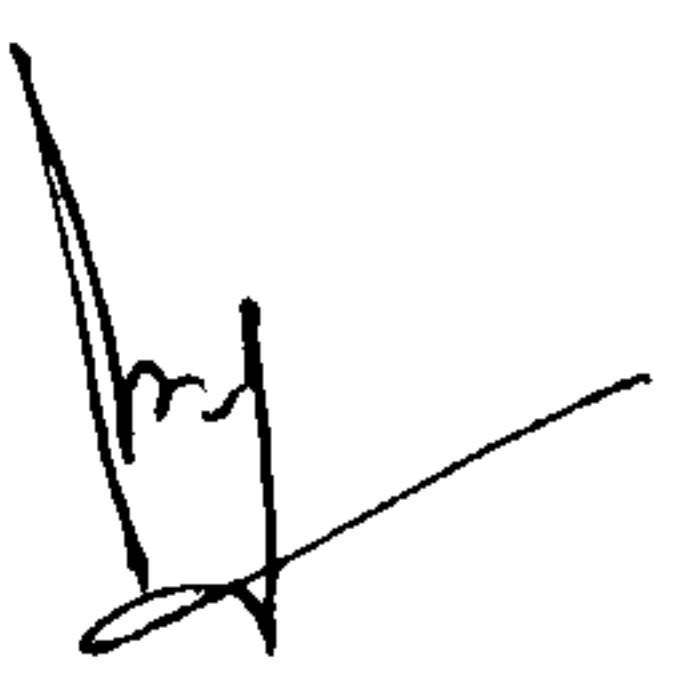
The main objective to provide an easily accessible machinery for settlement of grievances so as to ensure expeditious settlement of the same and thereby increase job satisfaction, productivity and efficiency.

(B) Scope of grievances:

The grievances cell shall deal with individual grievances of the employees of the U.T. Administration resulting out of implementation of the policies/rules, decisions of the Administration. These matters could relate to leave, wage payment increment, transfer, seniority, work assignment or working conditions, non-extension of benefit under rules & interpretation of Service Rules etc.

(C) Grievances arising out of the following shall not come within the purview of the Grievance Redressal Cell:

- i. Annual Performance Appraisal / Confidential Reports.
- ii. Promotion including DPC's minutes and decision.
- iii. Where the grievance does not relate to an individual employee; and Disciplinary action or appeal against such action and grievance arising out of punishment discharge of dismissal shall not be subject to grievance



procedure. These cases shall be channeled to the competent authority as laid down in the Standing Order / CDA rules as the case may be.

iv. Points of disputes which are of a general applicability of a considerable magnitude will fall outside the scope of grievance procedure.

v. Matters pending in Court of law.

(D) Procedure for handling grievances :

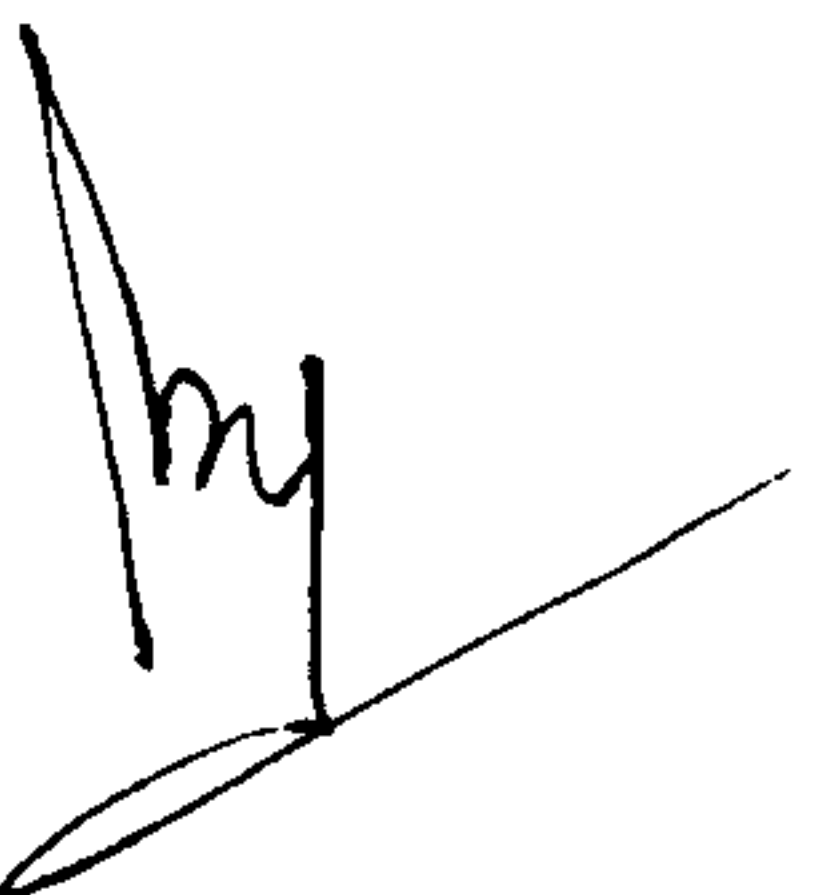
I. An aggrieved employee shall take up his/her grievance immediately or in any case within a period of 03 months of its occurrence, orally or in writing with his/her immediate Head of Office in the Department. If he/she is not satisfied with the oral explanation by the supervisor, his/her Departmental Head through his / her immediate superior.

II. If the grievance is not satisfactorily redressed, the aggrieved employee shall submit his/her grievance in writing which shall be in triplicate (first copy to his/her Head of Office, second copy to the Grievance Committee and the third copy to be retained by the employee himself/herself).

III. The Departmental Head of Office shall record his/her comments on the copy of the grievance received by him/her and forward the same to the member-Secretary of the Employees Grievance Redressal Committee, as the case may be, within three days.

IV. The Employees Grievance Redressal Committee shall meet as often as required and after thorough examination of the grievance and all relevant facts of the case, shall record its finding and recommendation in the case and forward the same to the deciding authority. If the Employees Grievance Redressal Committee cannot come to an unanimous/majority recommendations, the grievance along with the committee's finding shall be forwarded to the deciding authority for his/her decision.

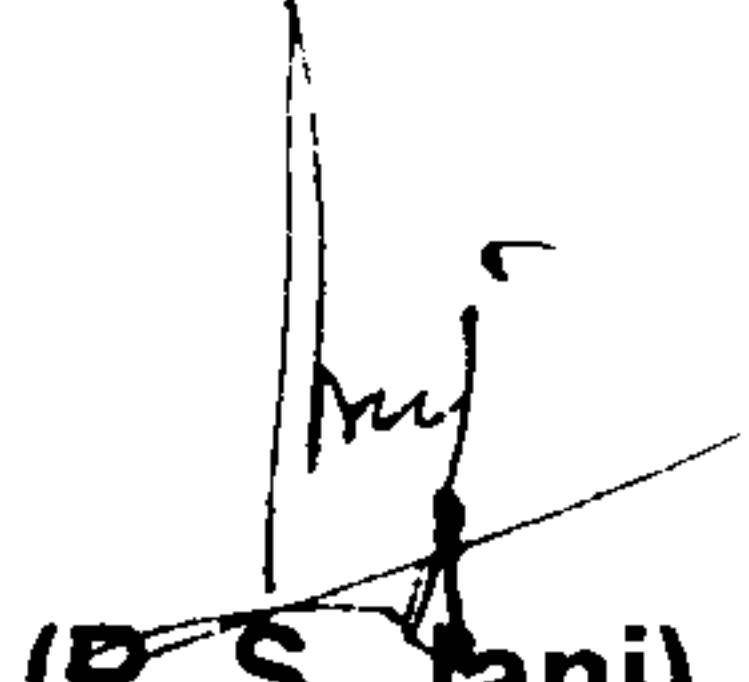
V. If the aggrieved employee, whose grievance has been considered by the Employees Grievance Redressal Committee, is not satisfied with the decision of the deciding authority, he/she will have the option to appeal to the Development Commissioner whose decision shall be final.



(E) General:

The member-Secretary of the Grievances Committee may at his/her discretion call for files/papers connected with the grievances of individual nature for examination by the committee towards smooth and expeditious settlement of employees grievances.

This is issued with approval of Development Commissioner.


(P. S. Jani)
Joint Secretary (Pers.)

To,

All Head of Offices in Daman & Diu and Dadra & Nagar Haveli:

The contents of this order should bring to the notice of all employees under their control.

Copy to:

1. The Staff Officer to Administrator, Secretariat, Daman & Diu, Daman.
2. The Development Commissioner, Secretariat, Daman & Diu, Daman.
3. The Finance Secretary, Secretariat, Daman & Diu, Daman.
4. The Managing Director, OI DC, Daman & Diu, Daman.
5. The Secretary (Education) , Secretariat, Daman & Diu, Daman.
6. The Collector, Daman / Diu / DNH.
7. The Director of Accounts Daman / Diu / DNH.
8. The Deputy Secretary (Pers.), DNH to circulate in all Head of Offices in DNH/and to publish in official gazette.
9. The Deputy Collector, Diu to circulate in all Head of offices in Diu District.
10. The Assistant Director, Government Printing Press, Daman for publication in the Official Gazette.
11. The Assistant Director, Official Language, Daman for translation in Hindi.
12. Office copy / Guard file.
13. The DIO, NIC, Daman for uploading on Government website.