



सत्यमेव जयते

भारत सरकार

राष्ट्रीय अनुसूचित जनजाति आयोग

GOVERNMENT OF INDIA

NATIONAL COMMISSION FOR SCHEDULED TRIBES

छठी मंजिल, 'बी' विंग, लोक नायक भवन  
खान मार्किट, नई दिल्ली-110003  
6th Floor, 'B' Wing, Lok Nayak Bhawan  
Khan Market, New Delhi - 110 003

Dated .....24.4.08

CIRCULAR

**Sl. b: Check Points for expeditious disposal of service grievances.**

A list of Check Points for expeditious disposal of service grievances has been drafted. You are requested to kindly go through it and offer your comments latest by 30.4.08.

  
(Vinod Aggarwal)  
Director

To

Director (RCD) / Dy. Secretary (RPV)  
A.D. (Coord.) / A.D. (RU-I)  
R.O. (RU-II) / R.O. (RU-III) / R.O. (RU-IV)

Copy for information to:-

1. PPS to Secretary
2. PS to J.S.

PA  
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24/04

### Check Points for expeditious disposal of Service Grievances

1. Correct identification of the grievance.
2. Grievance relating to purely administrative matters like pay fixation, increment, leave, pension, grant of advances, adverse entry in ACR, etc. may be treated as closed on receipt of comments of the concerned organization and communication thereof to the petitioner.
3. Grievances relating to violation of **specific** safeguards:

#### Promotion:-

- (i) If the grievance relates to denial of promotion against reserved point and the concerned authority does not accept the claim of the petitioner, reservation roster should be called for and checked. If the roster is in order, the case should be closed after conveying the reply of the concerned authority to the petitioner. In other cases, matter to be taken up at Jt. Secy's level and thereafter a hearing be held if considered necessary.
- (ii) If promotion is denied in violation of the instructions relating to (i) zone of consideration (ii) protection clause (iii) fixation of seniority, etc. and if it is established from the reply that there is no violation of instruction(s), the petitioner be informed of the reply and case closed. If the reply is not found satisfactory, the matter to be taken up at Jt. Secy's level and thereafter a hearing be held if considered necessary.

4. **Direct Recruitment:-**

(i) If the grievance relates to faulty preparation of reservation roster and the concerned authority does not accept the claim of the petitioner, the reservation roster has to be checked. If the roster is in order, the reply received to be communicated to the petitioner and case closed. In other cases the matter to be taken up at Jt. Secy's level and thereafter a hearing be held if considered necessary.

(ii) If the grievance relates to violation of instructions relating to (i) age relaxation (ii) relaxation of educational qualifications and experience as laid down in RRs (iii) association of SC/ST Member in Selection Committee, etc. and if the reply shows that there is no violation, the petitioner be informed of the reply and case closed. If the reply is not found satisfactory, the matter to be taken up at JS's level and thereafter a hearing be held if considered necessary.

5. **Transfer:-**

If the reply received shows that there is no discrimination against the petitioner, the transfer policy of the concerned Deptt./organisation and its implementation, if any, is to be checked up also, the reply should be simply communicated to the petitioner and case closed. In other cases, the matter to be taken up at Jt. Secy's level and thereafter a hearing be held if considered necessary.

6. **Disciplinary Action:-**

If the reply received shows that disciplinary proceedings have been conducted/are being conducted in a fair manner giving full opportunity to the petitioner for his defence, the reply should be simply communicated to the petitioner and case closed. In other cases, the matter to be taken up at Jt. Secy's level and thereafter a hearing be held if considered necessary.

**NOTE:** If the desired relief is not granted even after the hearing, the case may be reported in the Annual Report of the Commission with adverse comments against the concerned department/organisation.