



भारत सरकार

राष्ट्रीय अनुसूचित जनजाति आयोग
GOVERNMENT OF INDIA

NATIONAL COMMISSION FOR SCHEDULED TRIBES

File No: NCST-04/0Coor/1/2022-RMDC

6th Floor, Loknayak Bhawan,
Khan Market, New Delhi-110003

Date: 12.01.2022

OFFICE MEMORANDUM

Subject: Instructions on working of Wings of NCST and its Regional offices.

National Commission for Scheduled Tribes receives complaints from the petitioners, both online and offline and action is taken on these complaints as per the prescribed Rules of Procedure (RoP) of NCST. Further, the Commission has approved a Standard Operating Procedure (SOP) for handling the grievances including the time frame for processing and issue of Notices which have already been circulated to all.

2. As per the ROP, Notices are to be signed by an officer not below the rank of Research Officer in NCST. Summons are issued by the officer declared as Court Master by NCST. Both Notices and Summons are issued by speed post through R&I section as well as by E-mail by respective Wings/Regional Offices.

3. It has been observed that in some cases, Notices and Summons are being issued by the outsourced staff/employees using their personal email IDs which is not desirable. It has been viewed very seriously. All the communications from NCST should invariably be sent through the official email IDs of the officers of the respective Wings/officers of Regional offices after approval by the competent authority and only after duly verifying the contents/attachments.

All the Wings and Regional Offices dealing with the grievances/complaints received in NCST are advised to follow the above instructions scrupulously. The concerned Wing heads/officers of the Wings will be held responsible for any lapse in this regard.

(R.K. Dubey)

Deputy Director (RMDC)

Copy to:

1. PS to Hon'ble Chairperson, NCST
2. PS to Hon'ble Member, NCST
3. PSO to Secretary, NCST
4. PS to Joint Secretary, NCST
5. Director (Admn.), NCST
6. Director (SSW), NCST
7. Deputy Director (APCR), NCST
8. Deputy Director (ESDW), NCST
9. All Heads of Regional Offices, NCST
10. Assistant Director (OL) for Hindi Version.
11. NIC for uploading Website and Emergency WhatsApp Group in NCST.