

COHIN PORT TRUST

Administrative Office,
Cochin - 682009.

No.SWO/RED-PGRM/2019/S

Dated: 04.07.2019.

C I R C U L A R

Sub: Grievance Redressal Mechanism in Cochin Port Trust.
Ref:(1) MoS Ltr No.I-34014/1/2003-O&M dt.20.09.2005.
(2) Secy's Circular No. LO/22/HRD/2000 dt.2.08.2000.
(3) Secy's Circular No. LO/22/HRD/2010/S dt.5.10.2010.
(4) Secy's Note No.SWO/RFD-GRM/2014-S dt.21.02.2014.
(5) MOS Ltr.No.I-34014/1/2015-O&M dt.23.03.2015 &
DARPG Note No.K-11019/4/2015-PG dt.12.03.2015.
(6) Secys Note No.SWO/RED-PGRM/2019/S dt. 14.10.2015.

The Secretary, Cochin Port Trust vide Note referred 6 above had issued Guidelines and Procedures for disposal of grievances issued by Govt. of India vide Circulars/OMs referred to above for strict compliance by all Departments. The guidelines are reproduced below for strict compliance by all Departments.

I. Director of Public Grievance and Grievance Officers

- i) Secretary, Cochin Port Trust is designated as Director of Public Grievances. Employees can meet the Secretary in her chamber every Monday 4 PM onwards and present his/her grievance personally.
- ii) The Second Level Officer (Dy. Heads of Department) will act as Grievance Officer for the Department and attend to the Grievances. All HoDs may nominate concerned Dy. Heads of Department as Grievance Officer for strict compliance of Grievance Redressal Mechanism. Employees can meet the concerned Dy. HoD in their chamber on any day from 4PM onwards.
- iii) Complaints/suggestion boxes should be placed at prominent places in each department to receive the grievances/complaints and the boxes should be checked on weekly basis for grievances if any and the records maintained in the registers concerned.
- iv) Suitable boards displaying details of grievance officer may be displayed in all departments.

II. Procedure/Timelines for processing Grievances.

- i) A grievance may be acknowledged immediately /within 3 working days of receipt. A grievance should be redressed within a period of 2 months from its receipt. If finalisation of a decision on a particular grievance is anticipated to take longer than 2 months, an interim reply should be invariably sent.
- ii) Grievance received in the Ministries/Departments may be analysed periodically at a designated senior level to identify grievance prone areas of the Departments to adopt systematic changes to eliminate the causes of grievances.

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- iii) The case should be closed under intimation to the petitioner with reasoned reply to the aggrieved citizen within the stipulated time limit.
- iv) At the time of final redress, the complainant should be provided with the following information by the office responsible for redress of the grievances.
 - (a) Action taken for redress
 - (b) If not satisfied with the redress action, avenues for pursuing the matter further.

III. Maintenance of Register

Grievance Register as per the format attached should be maintained by all the departments. All grievances directly received by Grievance Officer, those received in complaint boxes, those received from Chairman/Secretary and those received through CPGRAMS portal and forwarded through office of SWO should be entered in the register. The register should be verified by Grievance Officer on monthly basis.

IV. Submission of Quarterly Statement and Monthly Statement

All Departments should continue to submit the quarterly statement and also monthly statement of grievances to Sr. Welfare Officer, GAD before 10th of every month in the format enclosed for onward transmission to Chairman/Ministry.

Encl: 01

~~SECRETARY~~
4/7/19.

- Copy to: All HODs/ Dy.HODs (Grievance Officer) for strict compliance of Grievance Redressal Mechanism.
- “ : PS to Chairman / PS to Dy.Chairman / PA to Secretary
 - “ : Notice Boards