

**OUT TODAY
MOST URGENT
Visit of ARC**

No. 21-1/2008/GA
ANDAMAN AND NICOBAR ADMINISTRATION
SECRETARIAT

Port Blair, dated the 30th October, 2008

To

All the Heads of Departments
A & N Administration
Port Blair

Sub :- Visit of Administrative Reforms Commission from 11th to 14th
November, 2008 - reg.

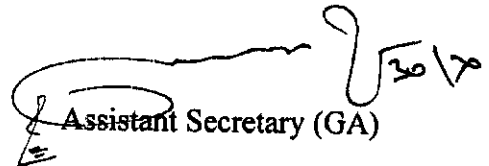
Sir

I am directed to inform you that the Administrative Reforms Commission will be visiting these islands from 11th to 14th November, 2008.

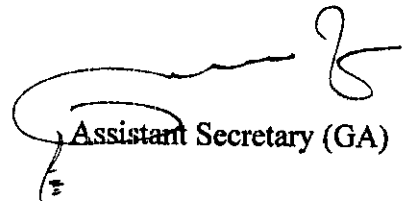
In this regard information as per the enclosed proforma may kindly be furnished to this Administration by 5th November, 2008 positively.

Encl :A/A

Yours faithfully


Assistant Secretary (GA)

Copy to All Sections of Secretariat for similar action.


Assistant Secretary (GA)

OUT TODAY

MIC
24/10/08

No. 21-1/2008/GA
ANDAMAN AND NICOBAR ADMINISTRATION
SECRETARIAT

Port Blair, dated the 23 October, 2008

To

All the Heads of Departments
A & N Administration
Port Blair


Sub :- Visit of Administrative Reforms Commission - reg.

Sir

I am directed to inform you that the Administrative Reforms Commission is likely to visit these islands shortly.

In this regard information on salient points concerning the grievance redressal mechanism in your department as enclosed may kindly be furnished to this office.

Yours faithfully


Assistant Secretary (GA)

**DATA/INFORMATION FOR THE MEETING WITH THE
ADMINISTRATIVE REFORMS COMMISSION VISITING THESE
ISLANDS IN THE FIRST WEEK OF NOVEMBER,2008**

QUESTIONNAIRE

POINT - PUBLIC GRIEVANCE REDRESSAL MECHANISM:

1. What is the Status of Public Grievances Redressal Mechanism in the Organization;
2. Whether any officer is functioning in the office as Public Grievance Officer, if so his status and details of publicity given in this regard;
3. Whether the directions issued by the GOI in regard to Public Grievance Redressal Mechanism are being followed and if so, the details thereof;
4. Whether any Monitoring of Public Grievance Redressal Mechanism is being done and if so the details thereof;
5. Whether any Board giving name and other details of Public Grievance Officer is displayed in the Office and if so the details thereof;
6. Average monthly Grievances received in the department;
7. What is the system /method adopted for processing the grievances in the department;
8. At what level, public grievances are disposed off;
9. Nature of grievances being received;
10. Details of public Grievances received during the preceding 03 years, year-wise disposal and backlog , if any and reasons for backlog;
11. Details of instructions issued to the subordinate formations on Public Grievance Redressal Mechanism and since when these instructions are in force;
12. Whether any grievances have been received in the department through the Central /State Governments, representations of the Public etc and if so, the details thereof. How such grievances are disposed of. Give some data on such grievances;
13. Whether non-implementation of the Grievances in the department lead to litigation in the Court of Law and if so the details thereof;
14. What is the mechanism adopted for redressal of grievances of the employees and their Unions. Please give details of such cases for the last 03 years, as per endorsed proforma;

PROFORMA

STATEMENT SHOWING THE DETAILS OF PUBLIC GRIEVANCES

Sl.No.	Departments	No. of grievances received during preceding 03 years.	Average time taken for disposal	Difficulties/ Suggestion
1.	2.	3.	4.	5.