

**GOVERNMENT OF INDIA
COMMERCE AND INDUSTRY
LOK SABHA**

UNSTARRED QUESTION NO:3960
ANSWERED ON:22.08.2003
GRIEVANCE REDRESSAL CELL
RAVINDRA KUMAR PANDEY

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

- (a) whether there is a Grievance Redressal Officer appointed in the Ministry of Commerce and Industry under Citizens Charter;
- (b) if so, the details of complaints/grievances received relating to DGS&D office and others in the last three years and current year;
- (c) the time that has been taken by DGS&D to solve the complaints/grievances received through the Grievance Redressal Officer of the Ministry; and
- (d) the grievances remain unsettled alongwith the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI S.B. MOOKHERJEE)

(a) Staff Grievance Officer has been designated under the Citizens Charter adopted by the Ministry of Commerce & Industry, Department of Commerce, with Grievance Redressal Cells operating in the attached offices viz. DGS&D and Directorate General of Foreign Trade (DGFT) under their respective Grievance Officer(s).The Public Relation Officer and the Deputy Controller of Accounts are the designated officers in the office of Chief Controller of Accounts, Supply Division,to attend the complaints/grievances of Contractors and Pensioners respectively.

(b) Complaints/grievances received in the Department of Commerce,DGS&D, DGFT and the office of the Chief Controller of Accounts, Supply Division during the last three calendar years and current calendar year are as under:

No. of Grievances/Complaints received

| Year | Department of Commerce settlement through interaction meetings) | DGS&D (after of Accounts, Supply Division | DGFT | O/O Chief Controller | |
|-------------------------------|--|---|------|----------------------|---|
| 2000 | 5 | 3 | 95 | 11 | |
| 2001 | 8 | 7 | 113 | 1 | |
| 2002 | | 34 | 3 | 53 | 3 |
| 2003 (upto July, 2003) | | 25 | - | 32 | 1 |
| Grievances pending as on date | 8 | Nil | 30 | 2 | |

(c) & (d) Complaint redressal mechanism in DGS&D is primarily through meetings with the Director(s) and senior officers.The complaints, which remain unsettled through interaction with the Director(s) and Senior Officers, are recorded by the Grievance Redressal Cell in DGS&D and are disposed of in a time bound manner. DGS&D has informed that majority of the cases were disposed of within three months, few grievances took a longer time because of involvement of multiple agencies/ user feedback information. There are no pending grievances in DGS&D as on date.However, in the office of Chief Controller of Accounts, Supply Division, following two grievances are pending:

- Grievance received from Shri D.K. Shukla, Deputy Director(Retired)on 17th June, 2003 for revision of pension payment order by restoring 1/3rd portion of the commuted value of pension.

- Grievance received from Shri G.S. Gopalaraman on 12th September, 2002 regarding payment of GPF balance pertaining to year 1962-63, prior to the Departmentalisation of Accounts which took place in 1976, for want of old records & reconciliation.