

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

UNSTARRED QUESTION NO:3452  
ANSWERED ON:20.08.2004  
GRIEVANCE REDRESSAL SYSTEM  
Murmu Shri Hemlal

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

- (a) whether any system of grievance redressal exists in the department of Supply, Ministry of Commerce and Industry;
- (b) if so, does an arbitration clause exist in the governing conditions of contract issued by the Office of the Director General of Supplies and Disposals;
- (c) if so, the time limit earmarked to appoint an arbitrator to settle the dispute;
- (d) whether any administrative action been taken against any officer has who did not follow the time limits as prescribed in the DGS&D manual guidelines for settling the grievance/dispute;
- (e) if so, whether any provision exists for recovering the damages from the officer responsible for the lapse; and
- (f) if so, the details of the number of complaints of delay against officers of DGS&D received in the Office of the Director General (S&D) and the Joint Secretary (Grievance) Ministry of Commerce and Industry?

**Answer**

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY ( SHRI E.V.K.S. ELANGOVAN)

- (a) Yes Sir.
- (b) Yes, Sir. The terms and conditions governing the DGS&D Contract do provide for settlement of contractual disputes through the machinery of arbitration;
- (c) There is no time limit prescribed for appointment of arbitrator. DG (S&D) appoints the arbitrator as per the arbitration agreement, in consultation with Min. of Law, User and other concerned agencies/departments/organizations;
- (d),(e)&(f) -Does not arise.