

## **Citizens' / Clients' Charter**

### **1.0. OBJECTIVE**

With the objective of providing the employee / other citizens / clients a machinery for prompt redressal of their day-to-day grievances, the Centre lays down the following procedures and the machinery thereof, as specified herein.

### **2.0. SCOPE**

All employee / other citizens / clients can invoke this procedure for redressal of their individual grievances except the following issues :

- 2.1** General issues involving scale of pay, allowances, fringe benefits etc.
  - 2.2** Disciplinary action taken under CCS(Conduct) Rules and CCS (CCA) Rules and action taken under other Rules of the Centre.
  - 2.3** Cases relating to vigilance and security
  - 2.4** Discharge or termination of services as per terms of employment.
  - 2.5** Recruitment/Assessment promotion policies of the Centre and related matters.
- Issues concerning items 2.1 to 2.5 above, will be dealt with as per existing rules and procedures of JNARDDC.

### **3.0 PROCEDURE**

- 3.1** The aggrieved employee / citizen / client may take up his grievance within 30 days of the occurrence of the cause of the grievance in writing with the Grievance Redressal Committee / Citizens' or Clients' Charter committee constituted by the competent authority.
- 3.2** The above Committee, on receipt of the grievance from an employee / citizen / client in writing, will look into the grievance and take necessary steps for redressal of the grievance expeditiously.
- 3.3** All the grievances of individual employee / citizens / client will be registered in a register to be maintained by the Administration Department.
- 3.4** After examination and consideration of the grievance, the decision of the Committee will be communicated to the aggrieved employee / citizen / client within a month.
- 3.5** The committee, if it feels necessary may give a personal hearing to the employee / citizen before disposing off the grievance.
- 3.6** For those matters on which the Committee is not in a position to take a decision, the Committee may refer the same to the Director.
- 3.7** On receipt of the reply from the Committee, if the aggrieved employee / citizen / client is still not satisfied, he may make an appeal to the Director, giving all details of his grievance in writing within one month.
- 3.8** The decision of the Director will be communicated to the aggrieved employee / citizen / Client within 30 days and will be final in the matter.