

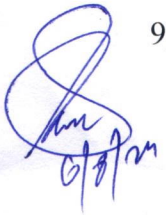
GOVERNMENT OF ODISHA
GENERAL ADMINISTRATION & PUBLIC GRIEVANCE DEPARTMENT

NOTIFICATION

No.GAD-PG-PG2-0048-2024- 23017 /GA & PG, Bhubaneswar dated: 06.08.2024

In view of the submissions made in the W.P. (C) (PIL) No. 28053 of 2023 for augmentation of the Jan Sunani Portal and for providing a formal platform for addressing the grievance relating to Government servants, both serving and retired, State Government hereby notify the rules governing handling of such grievances:

- 1) A separate page shall be developed in the Jana Sunani portal which shall be dedicated exclusively to handle the grievances relating to serving and retired Government servants.
- 2) All Heads of Offices shall identify the offices/ levels, which must be mapped in the portal starting from the Sub-Division level across the State.
- 3) All employees of the State Government, serving and retired, shall be required to make their grievances in the Jana Sunani Portal. (Hereinafter referred to as "the portal".) One time registration shall be mandatory for all employees before submitting their grievances.
- 4) Upon submission of grievance, the same shall be forwarded to the immediate reporting/controlling officer who shall examine the grievance on merit and dispose of the same in accordance with rules, not later than 30 (Thirty days) from the date of application.
- 5) If the grievance of the employee is not resolved within 30 days of timeline, the grievance application shall get automatically escalated by the portal to the next higher authority as mapped in the portal. Ordinarily, this level shall be the District Level Office or District Collector. A timeline of 30 (Thirty) days shall be available to the concerned authority at this level to dispose of the grievance by way of speaking order within the portal.
- 6) If the grievance of the employee remains undisposed after lapse of 30 days at the district level, the same shall get escalated automatically to the next higher authority/ level as mapped in the portal. This authority could be the Directorate level or the Department level, as mapped in the portal. The concerned authority shall get 30 days for disposal of the same. If any Department has no Directorate level, the grievance shall be escalated automatically to the Department level which shall dispose of the application within 30 days' time.
- 7) In case any Department has Directorate level and the grievance remains undisposed after lapse of 30 days at this level, the same shall get escalated automatically to the Department level, which shall get 30 days for resolution/ disposal of the grievance.
- 8) In case the grievance of the employee remains undisposed even after approaching all the levels of redressal, thereafter, the employees may approach the Hon'ble Minister of the Department or the Hon'ble Chief Minister, if they so desire.
- 9) In case any employee files a court case wherein the subject matter of grievance has not been made at all levels and the employee has failed to exhaust all the levels of grievance redressal, the State Government shall reserve the right to pray before the Court for dismissal of the Writ Petition on the grounds that the employee has failed to exhaust all the remedies available to him/her.

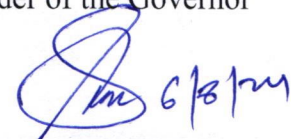


- 10) The basic structure of grievance redressal should be Sub-Division followed by District Level Office, Directorate level (wherever applicable) and finally Department Level (State Headquarters).
- 11) At the time of registration and thereafter at every stage of escalation of grievance, an SMS will be sent to the petitioner to keep him/her informed about the status of the application. Rejection of application will be intimated through the portal with an SMS to the employee that the said grievance has been rejected. Visit the portal link to know details of rejection.
- 12) All unresolved grievances (not redressed/ not rejected) shall be escalated to CM Grievance cell automatically after the expiry of the timeline. Department head shall have to reply for any justifiable reasons for non-resolution of the same.
- 13) The Orissa Government Servants' Conduct Rules, 1959 Rule 23 provides: *No Government servant shall bring or attempt to bring any influence whether official or non-official to bear upon any authority to further his interests in respect of matters pertaining to his appointment under Government, promotion, pay and other service conditions.*

*Explanation – Intercession by an outsider on behalf of an officer shall be deemed as an attempt on the part of the officer to bring extraneous influence for furthering his official interests. **This provision shall be followed scrupulously by all serving Government Servants.***

- 14) Since the customization of Jana Sunani Portal for providing exclusive platform for grievance handling of Government Servants will require a few months' time to roll out the services, the Government Servants will be allowed to physically make their grievance applications and approach the next higher authority, in case the same is unresolved/ undisposed within the prescribed timeline, as above. However, once the Jana Sunani Portal is customized and rolled out, a Notification of such facility will be made and thereafter all grievances shall be accepted only through the Jana Sunani Portal on Online Mode.
- 15) Till such time, it is prescribed that before approaching the next higher authority physically for grievance redressal, if the same has been unresolved within the prescribed timeline at the immediate lower level, the employee concerned would be required to
 - (a) take leave from the competent authority/ reporting authority along- with headquarters leaving permission, wherever necessary.
 - (b) Permission to meet the Collector for the purpose of grievance.
(Format for seeking such permission is enclosed in Annexure A.)
- 16) These instructions must be brought to the notice of all Government Servants, serving and retired.

By Order of the Governor



(Surendra Kumar)

Additional Chief Secretary to Government

Memo No. 23018 /GA & PG, Bhubaneswar

Dated 06.08.2024

Copy forwarded to the Odisha Gazette Cell in-charge, Odisha Gazette Cell, C/o. Commerce Department for information with a request to publish the Notification in the extraordinary issue of the Odisha Gazette and supply 200 copies of the same to this Department for official use.

MD
06/08/2024

OSD-cum-Special Secretary to Government

Memo No. 23019 /GA & PG, Bhubaneswar

Dated 06.08.2024

Copy forwarded to the Additional Chief Secretary to Chief Minister, Chief Minister's Office for kind information of the Hon'ble Chief Minister, Odisha.

MD
06/08/2024

OSD-cum-Special Secretary to Government

Memo No. 23020 /GA & PG, Bhubaneswar

Dated 06.08.2024

Copy forwarded to the OSD to Chief Secretary for kind information of the Chief Secretary, Odisha.

MD
06/08/2024

OSD-cum-Special Secretary to Government

Memo No. 23021 /GA & PG, Bhubaneswar

Dated 06.08.2024

Copy forwarded to all Departments of Government/ all Heads of Departments/ all RDCs / all Collectors/ The Registrar, Orissa High Court, Cuttack/ Odisha Public Service Commission, Cuttack/ Odisha Staff Selection Commission, Bhubaneswar/ Odisha Sub-Ordinate Staff Selection Commission, Bhubaneswar for information and necessary action.

MD
06/08/2024

OSD-cum-Special Secretary to Government

Memo No. 23022 /GA & PG, Bhubaneswar

Dated 06.08.2024

Copy forwarded to all Sections of G.A. & P.G. Department/ G.A. & P.G. Department Library (20 copies)/ Guard file (PG Branch) (20 copies) for information and necessary action.

MD
06/08/2024

OSD-cum-Special Secretary to Government

Memo No. 23023 /GA & PG, Bhubaneswar

Dated 06.08.2024

Copy forwarded to A.R. Cell, G.A. & P.G. Department with a request to hoist this Notification in the website of G.A. & P.G. Department.

MD
06/08/2024

OSD-cum-Special Secretary to Government

