



GOVERNMENT OF ORISSA

**ANNUAL REPORT ON THE ACTIVITIES
OF
PUBLIC GRIEVANCES &
PENSION ADMINISTRATION
DEPARTMENT
FOR THE YEAR
2007-08**

PUBLIC GRIEVANCES & PENSION ADMINISTRATION DEPARTMENT

ANNUAL REPORT ON THE ACTIVITIES OF PUBLIC GRIEVANCES & PENSION ADMINISTRATION DEPARTMENT FOR THE YEAR, 2007-08

For quick redressal of Public Grievances and to ensure timely disposal of pension cases, the Department of Public Grievances & Pension Administration has been created by the Government of Orissa Resolution No.5351, dated the 13th March 1990. The Public Grievances wing was brought out from General Administration Department and the other wing, namely "Pension Administration" was taken out from Finance Department for the purpose of creation of this Department. With a very small infrastructure, the Department has been running its mission to attend effectively to the affairs on account of Public Grievances & Pension Administration.

1. This Department deals with the following types of complaints:-

- (i) Lack of courtesy on the part of Public functionaries
- (ii) Nepotism
- (iii) Corruption
- (iv) Delays in disposal of all matters including pension

2. Among other functions, this Department maintains close co-ordination with the Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, New Delhi, Government of India. It also ensures effective action for disposal of Public Grievances right from the level of Administrative Departments and Heads of Departments, down to the Districts, Subdivisions, Tahasils and Blocks even if the Department has no field functionaries at the District level and Block level. On the recommendations of the Departmentally Related Standing Committee-I of Orissa Legislative Assembly, Public Grievances & Pension Administration Department has taken initiative for strengthening its infrastructure at district level.

(A) ACTIVITIES OF PUBLIC GRIEVANCES WING:

Public Grievances Cells have been functioning at various levels of administration, starting from the Chief Minister, Departmental Secretaries and Heads of Departments, down to the level of District Collectors, Sub-Collectors, Tahasildars and Block Development Officers. Saturday of each week, except Second Saturday and the Government holidays, has been earmarked for hearing of Public Grievances. Besides, these fora, grievance petitions forwarded from the office of the President and the Prime Minister of India are received by the Public Grievances & Pension Administration Department as a nodal Department of the State and sent to the concerned Departments and authorities with necessary directions for disposal and report. A good number of grievance petitions are also received by this Department addressed to the Commissioner-cum-Secretary of the Department as well as the Director of Public Grievances & Pension Administration Department.

For disposal of public grievance and complaints, this Department depends upon Secretariats of various Departments of Government and Heads of departments as well as District Collectors and various authorities in the periphery who are concerned therewith. The petitions are sent to them for disposal and sending reports for appreciation of the Government. In specific cases, reports are sent to office of the President of India and the Prime Minister of India, if such petitions are sponsored such establishments.

The following arrangements have been made in order to facilitate smooth disposal of public grievances:-

- (a) Each Department of the State Government has appointed a Nodal Officer for receiving public complaints and grievances. A list of such Officers has been compiled and published in the daily Newspaper for information of general public. Periodical review of the activities of such Nodal Officers is made by this Department through meeting of Nodal Officers of Departments of Government.
- (b) Disposal of public grievances by the Departments, Heads of Departments and Collectors are reviewed every month with special attention to long standing grievances and deficiencies in the system by this Department.
- (c) During the year, 2007-2008, 269 grievance petitions were received in the Public Grievances & Pension Administration Department from President's Secretariat, Prime Minister's Office and other sources and these petitions have been sent to the concerned Departments for disposal. Besides, 31,533 grievance petitions have been disposed of during the year as per review of the monthly progress reports by the Department during the year 2007-08.
- (d) Public Grievances & Pension Administration Department also has started initiative for launching 'on-line disposal' of public grievances and for introduction of a new 'website' for the Department. Discussion in this regard has been completed with the Department of I.T. and OCAC/NIC.
- (e) Anti-Corruption Cell-Corresponding to the Anti-Corruption Cell of the Prime Minister's Office, a cell has been created at the State Level under the Public Grievances & Pension Administration Department to take steps for checking corruption.
- (f) Jana Sampark Sibir- In order to realize the concept of a Democratic Government being "of the people, by the people and for the people", an innovative project styled as "Jana Sampark Sibir" has been taken up from the month of July, 1998 and it is being organized in the remote areas through District Collectors. The objective behind this Project is to make available benefits/ services of administration to the people at their door step for which they run often to the Districts, Sub-divisional and Block Level Headquarters. Concerned Officers of various levels under District Administration attend the "Jana Sampark Sibir", being organized in viable village centers to offer services like issue of income certificate, legal heir certificate, birth and death registration certificate, caste certificate, residential certificate, execution of affidavit, preparation of attested copies of certificate/ documents, collection of various dues like land revenue, municipal tax, electricity charges, water-supply charges, motor vehicle tax, supply of agricultural implements/ kits/ seeds/ grafts, etc.

When this out-fit was found to be popular among the people, as experienced in such "Sibirs", conducted in the month of July and August, 1998, the District Collectors were asked to organize such Sibir regularly, at least once a month from September, 1998. During the year, 2007-08, 30 Jana Sampark Sibirs have been organized benefiting large number of people from this programme.

- (g) Functioning of Chief Minister's Grievance Cell-Chief Minister's Grievance Cell is functioning on all Saturdays except holidays with effect from the 29th April 2000. during the year, a total number of 4,395 grievance cases have been disposed of in the Cell-Chief Minister's Grievance Cell.
- (h) The Orissa Lokpal and Lokayuktas Act-The Institutions of Lokpal and Lokayuktas have been created in this State presently by the Orissa Lokpal and Lokayuktas Act., 1995, to look into cases of corruption and impropriety by high dignitaries. Ministers including Chief Minister and

officers of the rank of Additional Secretaries of Government and above are kept under the purview of this Institution. Besides, cases of serious public grievances are also taken up by him.

(B) THE PENSION ADMINISTRATION WING:

The pending pension cases are disposed of either through correspondence made with the pension sanctioning authority, or directly through Pension Adalat, organized in State/ District headquarters from time to time, basing on the list of pending cases, collected from the Accountant-General/ Controller of Accounts, Orissa.

- (a) Settlements of cases through correspondence-Representation/ Grievance petitions are received by the Public Grievances & Pension Administration Department on account of delay in settlement on pension cases of retired employees. During the year, a total number of 444 pension grievance cases have been received and all of them have been forwarded for disposal by the respective pension sanctioning authority with instruction to finalize the pending cases on priority basis.
- (b) Settlements of cases through Pension Adalats organized by the Department-Pension Adalats are inaugurated by the Hon'ble Minister in charge of Public Grievances & Pension Administration Department and preside over by the Commissioner-cum-Secretary of the Department. During the period only one Pension Adalat at Cuttack was organized and pension Gratuity Orders were distributed to 671 pensioners. Moreover, Pre-scrutiny Meetings, to find out other pending pension cases have been held for 10 districts and 5,382 pension cases have been identified to be settled in next Pension Adalats.