



Government of Orissa

**ANNUAL REPORT ON THE
ACTIVITIES OF
PUBLIC GRIEVANCES &
PENSION ADMINISTRATION
DEPARTMENT
FOR THE YEAR
2008 - 2009**

**PUBLIC GRIEVANCES & PENSION ADMINISTRATION
DEPARTMENT**

ANNUAL REPORT ON THE ACTIVITIES OF PUBLIC GRIEVANCES AND PENSION ADMINISTRATION DEPARTMENT FOR THE YEAR, 2008-2009.

For quick redressal of public Grievances and to ensure timely disposal of pension cases, the Department of Public Grievances and 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 and 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 and Pensions, Department of Administrative Reforms and 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, PG & PA Department has taken initiative for strengthening its infrastructure at District level.

(A) ACTIVITIES OF PUBLIC GRIEVANCES WING

Public Grievance Cells have been functioning at various levels of Administration, starting from the Hon'ble Chief Minister, Departmental Secretaries and Heads of Departments, down to the level of District Collectors, Sub-Collectors, Tahasildars, Block Development Officers and other field functionaries of different departments. Saturday of

each week, except Second Saturdays and Government holidays, has been earmarked for hearing of Public Grievances. Besides above, grievance petitions forwarded from the Office of the President and the Prime Minister of India are received by the PG & PA 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 PG & PA Department.

For disposal of public grievance and complaints, this Department depends upon Secretaries 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 by 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.

(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, 2008-2009, total 230 grievance petitions were received in the PG & PA Department from President's Secretariat, Prime Minister's Office and other sources and these petitions have been sent to the concerned Departments for disposal. The total grievance petitions received during 2008-09 at the level of Government, Heads of Department and Collectors was 1, 05,403. Out of that, around 24,750 grievance petitions were disposed off. We are taking up monthly review of disposal of petitions through Collectors, Heads of Department and Departments of Government.

(d) Jana Sampark Sibir-

In order to realise 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 organised in the remote areas through the 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, Subdivisional and Block Level Headquarters. Concerned Officers of various levels under District Administration attend the "Jana Sampark Sibir", being organised in viable village centres 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 organise such Sibir regularly, at least once a month from September 1998. During the year, 2008-2009, 24 Jana Sampark Sibirs have been organised benefiting large number of people from this programme.

(e) 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 2008-09 a total of 14,751 grievance cases have been disposed of in the Chief Minister's Grievance Cell.

(f) 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. During the year

2008-09, total 873 cases have been disposed of in office of Lokpal, Orissa, Bhubaneswar.

(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, organised in State/District headquarters from time to time, basing on the list of pending cases, collected from the Accountant General/Controller of Accounts, Orissa.

Settlement of cases through correspondence – Representation/Grievance petitions are received by the PG & PA Department on account of delay in settlement of pension cases of retired employees. During the year, a total number of 443 pension grievance cases have been received and all of them have been disposed off with instruction to finalise the pending cases on priority basis.

During the year –2008-09, two Pension Adalats were organised, one at Rayagada & another at Nabarangpur districts on 22.01.09 and on 05.02.09 respectively in which 225 number of pension cases in Rayagada and 208 number of cases in Nabarangpur had been finalised. Further, prescrutiny meetings to Pension Adalat were organised at Sambalpur on 26.02.09 and at Gajapati on 09.03.09. Besides the Department continues to pursue & monitor the pending cases of pension with various authorities by conducting quarterly review of pending pension cases of all the Departments of Government, Heads of Department & all Collectors. At present 2,59,734 retired Government employees are getting regular pension in our state.

The pending pension cases for the quarter ending 31-12-2008 in respect of Departments of Government, Heads of Department & Collectors was reviewed by the Commissioner-cum-Secretary to Government, PG & PA Department and the pending position is as follows:-

Departments of Government	–	1402
Heads of Department	–	1136
Collectors	-	759
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Total	-	3297

Suitable instructions have been issued to all quarters for quick disposal of long pending pension cases.
