

CHAPTER : 24 – SERVICE ASSOCIATION

(24.1)

**Government of Nagaland
Department of Personnel & Administrative Reforms
(Administrative Reforms Branch)**

NO.AR-11/2/76

Dated Kohima, the 2nd Sept. 1977.

To

1. The Commissioner, Nagaland.
2. The Inspector General of Police, Nagaland.
3. All Heads of Departments.
4. All Deputy Commissioners.

Sub:- REDRESS OF PUBLIC GRIEVANCES MACHINERY THEREOF.

Sir,

I am directed to refer to this Departments letter No.AR-4/6/75 Dated 24.11.75 on the above subject and to say that although instructions were issued to set up Public Grievances Committees with the officials of the District and Members of the Legislature etc. no appreciable progress appears to have been made in this regard. It has therefore, been decided that officers at all levels should pay personal and prompt attention to the removal of public complaints. The following instructions and procedure will be observed at the State and the lower levels:-

General.

2. In prescribing procedure for dealing with public grievances, Govt. has the following objects in view :-
 - (a) Grievances must be removed at the lowest level by the officers competent to do so, and speedily as possible;
 - (b) If the concerned competent officer is not able to remove a grievance or is delaying action, his Departmental superior should be able to take prompt action; and
 - (c) When the grievance is against an order passed by the Administrative Department, a review at Govt. level will be made if necessary.

Grievances Cell.

3. The Vigilance Cell of the Department of Personnel and Administrative Reforms of the Govt. will function as the Grievances Cell and the Joint Secretary of the Department as Director of Redress of Grievances. The functions of this Cell will be as under:-
 - (i) To advice and assist the Heads of department and Deputy Commissioners in setting up arrangements for quick disposal of public grievances.
 - (ii) To ensure that Govt. instructions for prompt redress of public grievances are carried out in all Departments and District.
 - (iii) To study the causes of major grievances and to propose remedies where possible.
 - (iv) To suggest ways and means to improve the machinery for the removal of public grievances.

4. The Grievances Cell will entertain complaints from the public. It will also entertain complaints from retired officials regarding their pensions, arrears for etc. It will not entertain complaints from serving officials, but if any such complaints are received they will be brought to the notice of the Head of Department or Secretary, complaints of the nature of corruption, if received will be transferred to the Vigilance Commission.

5. The Vigilance Cell of the Department of Personnel and Administrative Reforms will prescribe suitable periodical returns which will enable the Govt. and Heads of Deptt to exercise better supervision over disposal of public grievances. Periodical meetings should be held by the Secretaries with the Heads of Department to review the working of their Department.

6. The Vigilance Cell of the Department of Personnel and Administrative Reforms will also function as Public Grievances Office in respect of complaints received directly in the Secretariat. The Joint Secretary of the Department of Personnel and Administrative Reforms will also function as Public Grievances Officer (P.G.O.) in the following manner :-

- (i) Any member of the public with a complaint for grievances may see the Public Grievances Officer. In case of serious complaints, or complaints of serious delay the complainant may see the Chief Secretary. The aggrieved person seeking redress must mention in writing that he has exhausted all the avenues of redress at the district or the departmental level.
- (ii) If the complaint wants some information, it should normally be supplied within a week by the P.G.O. In all cases, the P.G.O. will indicate a definite date when the complaint should call again to receive the information; In case he cannot come, a written information may be sent to him. Simultaneously the P.G.O. will issue a requisition to the concerned department, to elicit the required information.
- (iii) Members of the public will not be allowed to visit the Branches for finding out the position of their cases or for procuring information.
- (iv) It shall be the responsibility of the Branch officer to return the P.G.O. requisition within the stipulated period alongwith the required information.
- (v) All over-due requisitions will be brought to the notice of the Administrative Secretary through the Director of Redress of Grievances. If the slip of not returned within a reasonable time the matter will be brought to the notice of the Chief Secretary.

District Public Grievances Committee.

7. For redress of public grievances, the District Public Grievances Committee will be constituted in each District and will consist of the following:-

- (i) Chairman - Deputy Commissioner.
- (ii) Members - All MLAs from the District.
- (iii) Vice Chairman of the Town Committee.
- (iv) Chairman, Regional Council.
- (v) Secretary of the Zila Sainik Board.
- (vi) All District Heads of Offices
- (vii) Three prominent public-men to be nominated by the Government.

8. The meeting of the Committee will be held on the 5th of every month, except when it happens to be holiday in which case it will be held on next working day. Complaints received by various Departments at the district level directly from public should be reviewed every month in the meeting of this Committee. A statement showing the number of pending complaints should be placed before the Committee every month.

9. The function of the Committee is to ensure that all grievances are properly looked into. The Deputy Commissioner will take up with the concerned district authorities the redress of grievances, and ensure that final orders are passed. The Heads of District offices will take up the matter with their respective Heads of Departments under intimation to the Deputy Commissioner.

10. Cases of the nature of corruption will be forwarded to the Vigilance Commission for necessary action.

11. Officers who are members of this Committee should not send their deputies, but should attend the meeting personally.

Public Grievances Office in the District.

12. Every Deputy Commissioner will appoint the Additional Deputy Commissioner/Sub-Divisional Officer (Civil) to work as Public Grievances officer (P.G.O.) The Office of the Public Grievances Officer should be located in an easily accessible place in the Deputy Commissioner's office. The complaints of delay in routine dealings with public should be handled in the following manner:-

- (i) The P.G.O. should meet and hear persons complaining of delay in the disposal of their cases as also those complainants who want to know the position of their applications, etc.
- (ii) The P.G.O. or the Assistant on duty will collect the position from the complainant. Where no written complaint is given he will write down the information required on a P.G.O. slip which
- (iii) should be signed by the complainant. He also tells the complainant to call again after reasonable time, if necessary.
- (iv) All the P.G.O. slips/petitions should be handed over to the officer-in-charge of the various Branches. The P.G.O. slips must be returned by each Branch Officer with the requisite information within reasonable time of its receipt. The P.G.O. can then give the necessary information to the complainant when he calls for it.
- (v) It must be made clear to all Branch Officers that replies like 'Papers not available'. 'Action being taken etc. will not be given. Each branch must clearly give the date when the case is expected to be finalised. In fact they should try to dispose of the case while returning the P.G.O's slip and send information directly to the complainant so that he does not have to call again.
- (vi) The P.G.O. staff should bring up to the notice of the Public Grievances Officer all over-dues P.G.O. slips every morning. The Public Grievances Officer will take up the matter personally with the Branch officer concerned and ask him to take necessary action. If satisfactory action is not taken within a reasonable time, he should bring the matter to the notice of the Deputy Commissioner who will pursue the matter with the concerned Branch/Official.

13. In case of complaints of irregularities, injustice, harassment and serious delays, the P.G.O. will forward the complaint to the concerned officer (including other district Head) under his own signature. He will be entitled to all the files and give his views to the Deputy Commissioner, where the Deputy Commissioner is competent to pass final orders. It may be possible for the District Head to review or revise his decision. Where this is not possible the P.G.O. will bring the case to the notice of the Deputy Commissioner and if the Deputy Commissioner is satisfied that there is justification in the complaint he can himself talk to the District Head. If the complainant is not given satisfaction inspite of this, the Deputy Commissioner should bring the matter to the notice of the departmental superiors of that particular district officer or bring it to the notice of the Government. This is a very important and a rather delicate role of the Public Grievances Officer. It should be made clear by the Deputy Commissioner and by the P.G.O. himself to all their colleagues that the object of these arrangements is not to have parallel supervision or interference in the work of their Departments but merely to assist departments in removing public dis-satisfaction and to ensure that legitimate grievances of the public are removed at the district level. This will automatically reduce the number of complaints pressed at the State level.

14. The Commissioner will review the progress of complaints periodically. He is expected to give suitable advice to the officers or take such action as he considers necessary in order to expedite the removal of grievances.

15. The Commissioner, Deputy Commissioners and field level officers of all Departments should make night halts in the interior and meet the common man to understand his problems and redress his grievances, as far as possible, on the spot. Every departmental officer at the district and lower levels should listen to and redress public grievances as often as possible.

16. Senior officers should also pay surprise visits to the field office to ensure that citizens are not being put to harassment due to lack of discipline, official apathy and corruption.

17. The receipt of this communication may please be acknowledged.

Sd/- H. ZOPIANGA
Chief Secretary to the Govt. of Nagaland.

(24.2)

**Government of Nagaland
Department of Personnel and Administrative Reforms
(Administrative Reforms Branch)**

NO.AR-8/8/79

Dated Kohima, the 15th May' 1980.

OFFICE MEMORANDUM

Sub:- Recognition of Service Associations under the State Government.

The undersigned is directed to refer to the subject mentioned above and to say that as per allocation of works the Department of Personnel and Administrative Reforms are assigned with the subject of according recognition to various Service Associations under the State Government. In this connection it is generally observed that the draft constitutions of the Association are directly submitted to this Department without obtaining prior comments and observations of the concerned Administrative Departments. In some case such drafts are received not accompanied by copy of the resolutions adopted in the general meeting of the proposed service Association and also the names of the Association members, such deficiencies in the proposal invite back references and thereby the finalisation of the cases are delayed., Therefore, all Government Departments, from henceforth may take care to ensure that the proposals regarding recognition of Service Association under their respective Department forwarded to the Secretary, Department of Personnel & Administrative Reforms in all details with their comments to avoid back references.

2. In this connection, it is mentioned that prior to creation of this Department in 1976, all cases pertaining to recognition of Service Associations had been dealt with by the Department of Home. For want of old files of Home Department in this regard an upto date list of the recognized Service Associations could not be made and thereby submission of information to the Central and State Governments is unduly delayed. Therefore it is requested that the Government Departments may kindly direct those Service Associations under their respective control to which recognition was accorded by the Government prior to September, 1976 to furnish a copy of the recognition letter to the undersigned at the earliest.

Sd/- IMTIKUMZUK
Deputy Secretary to the Govt. of Nagaland.

(24.3)

**Government of Nagaland
Home Department
General Administrative Branch**

OFFICE MEMORANDUM

No. GAB-17/14/86

Dt. Kohima, the 19th Nov' 1986.

1. It has been brought to the notice of the Governor that many Officers do not set apart specific visiting hours for the public and public representatives to meet them and place their grievances before them. The public and their representative's are thereby handicapped in bringing their grievances to the notice of the officers.
2. It is therefore, requested that all the officers should set apart one or 2 hours a day for receiving the members of the public and the public leaders to enable them to place their grievances before the Officers.
3. Side by side it may also be ensured that members of the public are discouraged from going to the branches and handling official matters. They may be advised to meet the concerned Officers at the time fixed for such purpose if and when they come to the Superintendent/Branches.
4. The Heads of Departments are requested to bring these instructions to the notice of the District Offices also for compliance.

Sd/- T.P. IMCHEN

Secretary to the Govt. of Nagaland.

(24.4)

**Government of Nagaland
Personnel and Administrative Reforms Department
(Administrative Reforms Branch)**

NOTIFICATION

Dated Kohima, the 14th June, 2004.

No. AR-5/ASSO/2002 : : The Governor of Nagaland is pleased to accord recognition to " All Nagaland State Grade-IV Employees Association" with effect from the date of issue of this notification under the following terms and conditions:-

2. That the Association shall be a non-political and non- Commercial body.
3. That the affairs of the Association will be conducted strictly in accordance with the Constitution of All Nagaland State Grade-IV Employees Association as submitted to the Government submitted vide Association letter dated 13/08/2001.

4. Any amendment/change in the Constitution of the Association shall be carried out in accordance with the prescribed procedure therein and shall be notified to the Government of Nagaland within 7 days of such amendment.

5. The State Government reserved the right of withdrawing this recognition if the activities of the Association do not conform to the aims and objectives of the Association or are not considered to be in the public interest.

Sd/- R.S. PANDEY

Chief Secretary to the Govt. of Nagaland

(24.5)

**Government of Nagaland
Personnel and Administrative Reforms Department
(Administrative Reforms Branch)**

NOTIFICATION

Dated Kohima, the 25th July, 2011.

No. AR-3/GEN-215/2011 : : The Governor of Nagaland is pleased to accord recognition to “Prisons Service Association, Nagaland” with effect from the date of issue of this notification under the following terms and conditions:-

1. That the Association shall be a non-Political and non- Commercial body.
2. That the affairs of the Association will be conducted strictly in accordance with the Constitution of Prisons Service Association, Nagaland as submitted to the Government submitted vide Association letter No. PSAN-2/2007-08/07 dated 03/06/2009.
3. Any amendment/change in the Constitution of the Association shall be carried out in accordance with the prescribed procedure therein and shall be notified to the Government of Nagaland within 7 days of such amendment.
4. The State Government reserves the right of withdrawing this recognition if the activities of the Association do not conform to the aims and objectives of the Association or are not considered to be in the public interest.

Sd/- LALTHARA

Chief Secretary to the Government of Nagaland.