

Reddy oils the wheels of grievance redressal mechanism

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- DIRECTS INSTALLATION OF GRIEVANCE BOXES
- ORDERS DISPLAY OF TELEPHONE NUMBERS OF DGROS AT PUBLIC PLACES
- CHALKS DOWN EFFICIENT METHOD FOR HANDLING COMPLAINTS
- MONTHLY REPORTS ON COMPLAINTS STATUS TO BE FURNISHED TO THE PSFC

Oiling the wheels of Grievance Redressal Mechanism, Mr. DP Reddy, Chairman Punjab State Food Commission directed all the Additional Deputy Commissioners (Development)-cum-District Grievance Redressal Officers (DGROs) to ensure expeditious and effective redressal of grievances of the aggrieved parties, in the matters related to distribution of entitled food grains under the National Food Security Act.

Holding a video conference with the DGROs, Chairman Punjab State Food Commission directed them to install Grievances Boxes in their offices, Fair Price Shops, Schools, Anganwadi Centers, SDM offices, Tehsil offices and at other public places. He also said that the boxes should be opened at least once in three days to retrieve the complaints, so that immediate action could be taken for their redressal. He said that the DGROs are also required to display their office addresses, telephone numbers, email addresses and fax numbers in their own offices and other public places in addition to the websites of the District Administration.

For a fair and speedy disposal of complaints, Reddy suggested a uniform, efficient method for handling complaints. He said that Every complaint received should be dealt with on a separate file by assigning a unique number for each complaint and an acknowledgement as a written receipt or through electronic means be communicated to the complainant within one day of the receipt of the complaint while

specifying the date and unique grievance number.

Thereafter, the DGROs should issue notices to the complainant and the concerned officers after duly fixing the date of hearing, followed by passing of interim orders (jimni orders) after recording the statements and evidences, said Chairman Punjab State Food Commission. He informed that the complaints are required to be decided within 45 days from the date of receipt of complaint. In case there is any delay in deciding the complaint, an interim reply is required to be sent to the complainant giving reasons for the delay. A copy of which is to be sent to the Punjab State Food Commission also for information, in all cases, where there is delay.

Reddy said that in the absence of non-appearance of the complainant, DGRO can dismiss the complaint by passing a speaking order. In case the defending party is absent, the DGRO can inquire into the matter ex-parte and decide the complaint by passing a speaking order. A copy of the order, so passed, shall be supplied to the complainant and also to the Punjab State Food Commission for information.

He also directed them to furnish reports regarding institution, decision and pendency of complaints to the Punjab State Food Commission by 7th of every month, in the prescribed performa. They were told to ensure a visit to village school, anganwadis and fair price shops during their sojourn to villages as well as give a wide publicity to the grievance redressal mechanism at local level.

Giving the concluding remarks, Chairman Punjab State Food Commission said that developing a robust grievance redressal mechanism is a win-win situation for all. It gives restores the faith of people in the system as they feel cared and valued by their government and on the other hand, it builds the image of the government and paves way for smooth implementation of various policies and programmes.

Mr. A. K. Sharma, Ms Jaswinder Kumar, Mrs. Kiranpreet Kaur, Mr. G.S. Grewal and Mr. Amandeep Bansal (all the members of the Punjab State Food Commission) were present during the video conference.

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