

Chapter 26

Guidelines on disposal of the representations of the employees on service matters/CP Gram/Grievance Redressal PlatformssuchasGrievanceCommittee/Women’sCell/Women’s Complaint Committee etc.

26.1 Representations of the employees on service matters/CP Gram

CPGRAMS is a web based application which facilitates Ministry/Deptt./Organizations to receive, forward and monitor grievance.

- Receive grievances from various sources like nodal organizations viz. D/o Administrative Reforms & Public Grievances, DPG (Cab.Sectt.), President Sectt., PMO, D/o Pension etc.
- Facility to create immediate subordinate organizations.
- Grievances can be forwarded to concerned subordinate organizations or taken up at the organization level for redress process.
- Action taken report from subordinate organizations can be received and reviewed and can be taken up for further action.
- Action taken reports can be sent to higher authorities
- Local/postal grievances can be lodged into the system and can be forwarded to subordinate organizations
- Facility to lodge reminder/clarification.
- Letters to complainant like initial acknowledgement, final reply, interim reply etc can be generated from the system.

Pre-requisite for using CPGRAMS.

- Get UserID & Password from your parent Organization
- After successful login, create your immediate subordinate organization(s) so that grievances can be forwarded to the organization concerned. (By using the option Subordinate Organizations->. View/Add/Edit)
- Also create subject categories so as to classify the received grievances.

Monitoring Desk

This Desk gives a holistic view of the grievances handled by the organization. CPGRAMS can be configured as per requirements of the user organization by creating subordinate redress units, classification of grievances handled (grievance categories) etc.



Operational Desk

This desk facilitates PG Officer to take various actions like forwarding grievances to subordinate units, sending action taken reports to higher authorities, sending reminders, seeking clarifications, disposing of grievances etc. It also facilitates the registration of locally received grievances (through post) to the system and attach scanned copy of grievance. Global search facility is available in all desks.

The Flow (Major Actions available under Operational Desk)

1. The moment you get a grievance, it will be available under New in operational; Desk
2. Take any of the following action on the new grievances.
 - a. **Examined at Our level:** Take this action if the case is to be redressed within this office. It cannot be forwarded to any subordinate unit. The case will get transfer to PENDING.
 - b. **Taken up with subordinate organization:** if the case is to be redressed at any of your subordinate organization(s). List of subordinate organizations created will be listed. Choose one or many organizations where the case is to be forwarded and submit. The case will get transfer to pending tab from new.
 - c. **No Action Required:** If case is received manually/electronically directly by the department and if there is no action is to be done, choose this option with a reasoned reply. The reply can be chosen from the combo box/or a text can be entered.
 - d. **Not pertaining to this organization:** If the case is forwarded by parent Org./Nodal Agency and it is not at all related this organization or its subordinate organizations, this option can be taken. The case will get return back to higher authority who has forwarded it.
3. In Option (a) & (b) case will appear under pending with organization. In option (c) & (d) case will get disposed of from your desk. (c) is complete disposal. In Option (d), higher authority has power to re-forward the case to the organization for necessary action.
4. On clicking on the case under pending the following actions are possible
 - a. **Send report:** In the case of forwarded case, action taken report or an interim report can be sent using this option. If it is an interim reply, choose radio button "Pending" otherwise "Disposed": and given the action taken text. It is also possible to upload scanned copy of report as an attachment.
 - b. **Dispose of:** if the case received directly by the organization/forwarded with closure permission, this option can be taken. Give correct final reply text while disposing of the case.
 - c. **Clarification sought from complainant:** If organization wants to seek any more information from the complainant regarding the grievance, the text can be entered. A corresponding letter can be generated.



- d. **Clarification sought from subordinate:** Additional information can be sought from subordinate units where case has been forwarded. A corresponding alert will be available to the subordinate organization.

The following Options are available under Operational Desk

1. **New:** (New => Cases for which initial action has not taken so far by the organization) This shows new cases received from various sources like DARPG, DPG, PMO, higher organization etc.
2. **Pending:** Any grievance where action has been initiated and it is pending with the organization or pending with its subordinate organization.
3. **Return Back Received:** Cases forwarded to subordinate units and returned back by them because it does not pertain to them. It can be either re-forwarded to correct organization or dispose of.
4. **Re-Forwarded:** The cases that returned back to higher authority and the higher authority again forwarded to you for action.
5. **Reminder/Clarification:** These are reminders for earlier grievances or clarification sought by higher organization.
6. **Case Report Received:** These are the Action Taken Reports received from subordinate organizations, for review and disposal.
7. **Lodge Grievance:** Using this option it is possible to lodge a locally received grievances (by post/email etc.) in to the system.
8. **Attach document:** To attach scanned (in pdg. format) grievance for locally lodged grievances.
9. **Correspondence letters:** Using the option it is possible to generate pre-formatted acknowledge letter, final reply letter, interim reply letter etc. to the complainant.

FAQs

1. How to dispose a grievance

For disposing any grievance, it required to take initial action from New grievances (Under Operational Desk). Under new grievances, search for any new grievances under various sources like DPG, DARPG, PRSEC etc. Click on any registration number. Then Under take action choose appropriate decision. The case will appear under Pending Menu. Choose the registration number from Pending. Take further action as “Dispose of “ or “Send Report”. Fill the form and submit to dispose of the case.

2. **How to attach Action Taken Report (Disposal Report)** Take initial action from New grievances (Under Operational Desk). Under new grievances, search for the any new grievances under various sources like DPG, DARPG, PRSEC etc. Click on any registration number. Then Under take action choose appropriate decision as “examined at our level/ Forwarded to subordinate”. The case will appear under Pending Menu. Choose the



registration number from pending. Take further action as “Send Report”. Fill the form. While filling, there is option to browse and attach document, if any. Then submit to send action taken report.

3. How Do I forward a case concerned unit under me

At first, create your subordinate unit from monitoring desk (under Subordinated Organizations in the left menu). Then go to new .click on registration number. Below Take Action, choose decision as Taken-Up with subordinate organization. Select organization from the list and submit. Case will be forwarded to that organization.

4. How my subordinate units

At first, create your subordinate unit from monitoring desk (under Subordinated Organizations in the left menu). Then go to new. Clerk on registration number. Below Take Action, choose decision as Taken-Up with subordinate organization. Select organization from the list and submit. Case will be forwarded to that organization.

5. I am not able to open attachments

Install any latest Acrobat PDF reader in your computer to open the attachments.

6. I have forgot the password/Password not accepting

Send a request to re-set password to CPGRAMS Administrator at cpgrams-darpg@nic.in clearly mentioning the UserID and corresponding organization name.

7. My Login has been Locked

Wait for 10 minutes and login using correct userID and Password. Still it fails, go to the above step (5) to reset the password.

8. How do I change my nodal officers name, still old name appears.

Go to my Account User Profiles and Edit and give name, and designation of the new officer. Also change email address & mobile number to correctly received e-mail alerts & SMS alerts to the correct dealing officer.

26.2 Grievance Redressal Procedure

For dealing with the individual complaints/grievances of the employees, the ICAR has formulated a scheme namely Grievance Redressal Procedure. Under this scheme, grievance Committees are constituted in each Institute and at the headquarters office of the ICAR. Details of this scheme such as Constitution of grievance Committees, its membership, election procedure, scope of grievance committees Central Grievance Cell, procedure for redressal of Grievances etc. are given at **Appendix-XXVIII**.

26.3 Guidelines for setting up of Women Cells & Women Complaint Committee:

(I) Setting up of “Women Cell” is entirely different from the concept of “Woman Complaint



Committee” which should be headed by a woman and not less than half of its members should be women. Further, to prevent the possibility of any undue pressure or influence from senior levels such complaints committee should involve a third party either NGO or other body who is familiar with the issue of sexual harassment whereas main objective of Women Cell is to provide basic facilities to women working in institute and cater to needs of women issues/grievances.

(ICAR Endt. No. 24-13/97-CDN dated 16.6.1997/18.1.1998/15.4.1998)

(ICAR Endt. No. 21(89)/98-CDN dated 11.12.1998/15.12.1998)

(II) Sexual harassment will include such unwelcome sexually determined behavior by any person either individually or in association with other persons or by any person in authority whether directly or by implication such as :-

- (i) Eve-teasing
- (ii) Unsavory remarks
- (iii) Jokes causing or likely to cause awkwardness or embarrassment.
- (iv) Innuendos and taunts
- (v) Gender based insults or sexist remarks
- (vi) Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls) and the like.
- (vii) Touching or brushing against any part of the body and the like
- (viii) Displaying pornographic or other offensive or derogatory pictures, cartoons, pamphlets or sayings.
- (ix) Forcible physical touch or molestation
- (x) Physical confinement against one’s will and any other act likely to violate one’s privacy and include any act or conduct by a person in authority and belonging to one sex which denies or would deny equal opportunity in pursuit of career development or otherwise making the environment at the work place hostile or intimidating to a person belonging to the other sex, only on the ground of sex.

(ICAR Endt. No. 21(89)/98-CDN dated 11.12.1998)

(III) The association of NGO or the third party representative in the women complaint committee is not optional but is mandatory requirement and further the complaint committee should be chaired by a woman

(ICAR No. 42(1)/2004-Vig. dated 27.4.2006)

(IV) The report of Complaint Committee shall be deemed to be an inquiry report under CCS (Conduct) Rules, 1964. Thereafter, the Disciplinary Authority will act on the report in accordance with the rules. Sub-rule (2) of rule 14 of the CCS (CCA) rules, 1965 has accordingly been amended to provide that the complaint committee shall be deemed to be the inquiry authority by the Disciplinary Authority for purpose of these Rules by the Notification No. 11012/5/2001-Estt.(A) dated 1.7.2004 (GSR 225 dated 10th July 2004)

(ICAR No. 42(1)/2004-Vig. dated 22.9.2004)