

**LOK SABHA SECRETARIAT  
(ADMINISTRATION BRANCH-I)**

PARLIAMENT HOUSE ANNEXE,  
NEW DELHI-110 001.


Dated the 21<sup>st</sup> April, 2009  
Vaisakha 01, 1931 (Saka)

**INSTRUCTIONAL ORDER**  
No. 1299

**Subject:** Amendment to Instructional Order No. 1258 dated 29.06.2005 regarding setting up of Grievance Redressal Committee of Lok Sabha Secretariat.

Para 3 (b) (ii) of the I.O. No. 1258 dated 29.06.2005 shall now read as under:

- (ii) The Joint Secretary in-charge of Welfare Branch shall be the ex-officio, Member Secretary, who shall be assisted by the Divisional Officer(s) in-charge concerned with the item on agenda of GRC.
2. I.O. No. 1258 dated 29.06.2005 stands modified to the above extent.
  3. This Order shall be effective from 21.04.2009.

  
(A. LOUIS MARTIN)  
JOINT SECRETARY  
[F.No. 33/1/2005/AN-I]

To

All Officers  
All Branches (AN-I Branch -20 copies).

**LOK SABHA SECRETARIAT**  
**(ADMINISTRATION BRANCH-I)**

PARLIAMENT HOUSE ANNEXE,  
NEW DELHI-110 001.

Dated the 29<sup>th</sup> June, 2005.  
Asadha 8, 1927 (Saka)

**INSTRUCTIONAL ORDER**

No. 1258

**Subject:** Implementation of the recommendations of the Parliamentary Pay Committee made in their Second Report (2001) – setting up of Grievance Redressal Committee of Lok Sabha Secretariat.

The Parliamentary Pay Committee in their Second Report (2001) on allowances, facilities, amenities etc. and other issues in respect of employees of the Lok Sabha Secretariat, had inter alia recommended that steps should be taken for evolving/improving an appropriate mechanism to look into the grievances of employees. The Committee had also desired that the Secretariat may examine the desirability of setting up a body on the pattern of the Joint Consultative Machinery (JCM) in Government of India with a view to achieving greater efficiency and solving problems through joint consultation.

2. The matter has been examined in the light of mechanism already available in the Secretariat in the form of Lok Sabha Employees Association (LSEA) whose aims and objects inter alia provide for securing redressal of grievances of the employees of the Secretariat; and the orders issued by the Government of India, Ministry of Personnel, Public Grievances & Pensions (Department of Personnel & Training), from time to time, regarding the Scheme of Joint Consultative Machinery (JCM) in the Government of India.

3. Keeping in view the requirements of the Secretariat, it has been decided with the approval of Hon'ble Speaker to set up a Grievance Redressal Committee to look into the grievances of the employees of the Secretariat, as under:

(a) **Nomenclature:**

The Committee shall be called 'Grievance Redressal Committee of Lok Sabha Secretariat' (GRC).

(b) Composition:

The GRC shall comprise Official Side and Staff Side.

- (i) The Official Side shall be nominated from time to time by Secretary-General as under:
  - (a) Chairman from amongst Secretary/Additional Secretary.
  - (b) Two members from amongst Joint Secretaries.
- (ii) The Joint Secretary in-charge of Administration Branch-I shall be the ex-officio Member Secretary, who shall be assisted by the Divisional Officer(s) in-charge concerned with the item on agenda of GRC.
- (iii) The Staff Side shall comprise President, General Secretary and representative of the Service concerned of the Lok Sabha Employees Association.

(c) Jurisdiction and Functions:

- (i) The jurisdiction of the Committee shall include all matters relating to conditions of service and welfare of the serving employees of the Secretariat provided that the matters connected with day-to-day normal functioning of the Secretariat/Branches will not be considered.
- (ii) The matters already decided with the approval of Hon'ble Speaker shall not be considered by the Committee unless and otherwise such matters are referred to the Committee by Hon'ble Speaker for consideration. The Committee may also consider such matters as may be deemed fit by the Secretary-General.
- (iii) The Committee shall deliberate over the items on the agenda with reference to relevant rules/orders/procedure and, thereafter, give its recommendations to the Secretary-General, which will be processed by the Branch(es) concerned for examination and seeking appropriate orders of Competent Authority. The orders so obtained by the Branch(es) concerned shall be conveyed to the representationist(s).

(iv) If felt necessary, the Committee may call representationist(s) for personal hearing. ✓

(d) Day and timings of the sitting:

The sitting of GRC shall normally be held from 3.00 p.m. onwards on second last working day of every month or any other day fixed by the Chairman of GRC subject to exigencies of work.

(e) Secretarial Assistance:

The Secretarial Assistance to GRC shall be provided by Welfare Branch as nodal agency and the Branch(es) concerned with the item on agenda of GRC. ?

4. The procedure to be followed in this regard shall be as under:

(i) Welfare Branch shall issue a Circular for information of officers/staff, as and when GRC is constituted/re-constituted by Secretary-General.

(ii) The Branch(es) concerned shall invariably convey in writing the status/decision of the Competent Authority to the representationist(s) within 60 days of the receipt of representation. ?

(iii) Subject to para 3 (c) (ii) above, after exhausting all available channels in the Secretariat, the employee may address his representation to the Chairman of GRC.

(iv) The right of the employee to address his grievance shall be governed by the following conditions namely:-

(a) It shall be clearly and precisely expressed. ✓

(b) It should not contain arguments, inferences, ironical expressions, imputations, epithets or defamatory statements. ✓

(c) It shall not ordinarily exceed 150 words. ✓

(d) It shall not reflect on the character or conduct of any officer of the Secretariat. ✓

(e) It shall not make or imply a charge of a personal character.

- (f) It shall not relate to a matter which is not primarily the concern of the Secretariat.
- (g) It shall not ask for information on trivial matters.
- (h) It shall not seek information about matters which are under consideration for disciplinary action.
- (i) It shall contain a copy of the earlier representation forwarded to the service Branch concerned along with a copy of the reply received from the Branch concerned.
- (j) It shall invariably contain copies of the orders/instructions/guidelines referred to therein.

(v) The employee shall forward the representation to Welfare Branch through his Divisional Officer or the Joint Secretary/Additional Secretary concerned in case the representation pertains to Officers of the level of Divisional Officer and above.

(vi) Representations which conform to the conditions mentioned at para 4 (iv) above shall be forwarded by Welfare Branch to the Branch(es) concerned with a copy endorsed to the President, LSEA.

(vii) The representations received upto 20<sup>th</sup> of every month shall be considered by the Committee in the sitting scheduled for that month. The representations received after 20<sup>th</sup> shall be considered in the sitting scheduled for the following month.

(viii) The date, time and agenda of the sitting shall be conveyed by Welfare Branch to the Branch(es) concerned and the President, LSEA.

5. This Order shall be effective from 23.06.2005.

Anand B. Kulkarni  
(ANAND B. KULKARNI)  
JOINT SECRETARY  
[F. No.33/1/2005/AN-I]

To

All Officers.  
All Branches (AN-I Branch – 50 copies).