



GOVERNMENT OF KERALA

Abstract

Labour and Rehabilitation Department- District & State level Grievance Redressal Committees - RSBY/CHIS - Re-constituted- Orders issued.

LABOUR & REHABILITATION (J) DEPARTMENT

89165

G.O.(Rt) No. 1923 /2013/LBR.

Thiruvananthapuram, Dated 25/11/2013

Read:- 1) Government of India letter No. M-2102101/2012-RW dated 30/01/2013.
2) Letter No. 1066/CHIAK/13/DGRC dated 05/10/2013 from Executive Director, CHIAK

ORDER

Government of India have put forward norms form constituting a Grievance Redressal System at the District, State and National level for addressing the grievances on RSBY, as per the letter read as paper 1st paper above.

2. Executive Director, CHIAK as per letter read as 2nd paper above, has recommended to the Government to reconstitute the District Grievance Committee with District Collector as Chairman and District Labour Officer, District Medical Officer, District Programme Manager, Assistant District Co-ordinator of CHIAK and District representative of Insurance Company of insurer as members for the smooth settlement of Grievances in all the 14 districts.

3. Government have examined the matter in detail and are pleased to reconstitute the State Grievance Redressal Committee (SGRC) and District Grievance Redressal Committees (DGRC) with the following members:-

I. State Level Grievance Redressal Committee (SGRC)

1. Additional Chief Secretary, Labour & Rehabilitation Department (Chairperson)
2. Principal Secretary, Health & Family Welfare Department
3. Director of Health Service
4. State Chief of the Insurance Company
5. Executive Director, CHIAK (Convenor)

II. District Grievance Redressal Committee (DGRC)

1. District Collector or his nominee ie. Deputy Collector or Sub Collector (Chairman)
2. District Medical Officer
3. District Programme Manager, NRHM
4. Assistant District Co-ordinator of CHIAK
5. District representative of Insurance Company
6. District Labour Officer (Convenor)

The responsibility of each committee/officers should be as per the guidelines issued by Government of India vide the letter read as first paper above wherein it is stated that:-

For the efficient and transparent settlement of issues between different stakeholders in RSBY and to monitor the disposal of complaints and grievances in effective and time bound manner, a web window on the RSBY web-portal www.rsby.gov.in has been developed with the title as "Central Complaint and Grievance Redressal System". To effectively run the web based system, Nodal officers/Co-ordinators have to be designated at each level ie District and State, who will respond to the queries/complaints and also make entries on the web-portal wherever required. Accordingly, Executive Director, CHIAK will designate Nodal Officers/Co-ordinators for the Grievance Redressal System at each District level as well as the SNA level itself. All communications regarding complaints/grievances

1) Nodal officer RSBY
2) ODM - 2 forms
3) Website
2/12/13

will be addressed to this Officer/Co-ordinator and he will also be responsible for making suitable entries on the Grievance portal. Further, he will be responsible for the timely disposal of all matter placed in the Grievance Redressal Committees at the District/State level respectively.

5. To effectively address the issue of Grievance Redressal under RSBY and to manage the web-based Complaint/Grievance Management System, the State Level Redressal Committee will ensure that all grievances, complaints & issues are placed before the respective committee. The committees can also take up issues suo moto raised by any member. The SLRC will also ensure that :

(i) Grievance Redressal Committees are set up and function at the District and State level as per the prescribed mechanism under RSBY and that they meet atleast once a month;

(ii) Nodal Officers are designated at the District and State level to handle the web-based Central Complaint and Grievance Redressal Systems. They should be effectively trained to address the grievances and properly monitor their disposal.

(iii) the data emerging from the implementation of RSBY is collected and analysed and discussed at the District Grievance Redressal Committees and State Grievance Redressal Committee

6. Ministry of Labour & Employment has informed that it is also planning to hold Training Workshops for the functionaries for the web-based Central Complaint and Grievance Redressal System, shortly in consultation with the State Nodal Agencies.

(By Order of the Governor)

Dr.NIVEDITA P.HARAN

ADDITIONAL CHIEF SECRETARY

To

The Additional Chief Secretary, Labour & Rehabilitation Department
The Principal Secretary, Health & Family Welfare Department
The Director of Health Services, Thiruvananthapuram
The Reliance General Insurance Company Ltd. (Through Executive Director, CHIAK)
The District Collectors (All Districts)
The District Medical Officers (All Districts through Director of Health Services)
The District Programme Managers (All Districts through Director, NRHM)
All Assistant District Co-ordinators of CHIAK (Through Executive Director, CHIAK)
The District representative of Insurance Company (Through Executive Director, CHIAK)
The Labour Commissioner, Thiruvananthapuram,
The District Labour Officers (All Districts through Labour Commissioner)
The President, CHIAK, Thiruvananthapuram.
The Executive Director, CHIAK, Thiruvananthapuram.
The Principal Accountant General (Audit) Thiruvananthapuram
The Accountant General (A&E) Thiruvananthapuram
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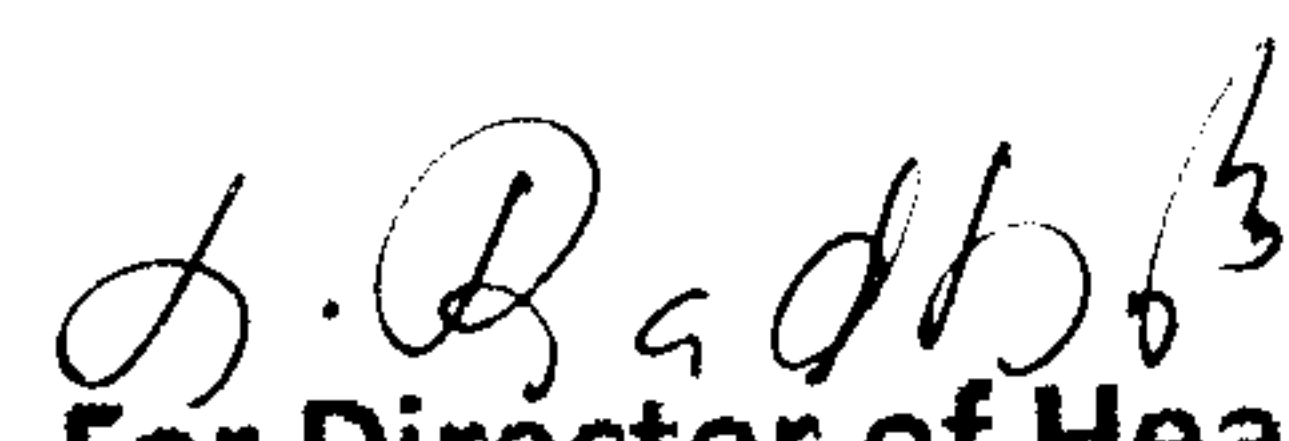

Forwarded/ By order



Section Officer

Endt.No. O & M1- 67406/08/DHS/Dated: 09.12.2013.

Copy communicated to all District Medical Officers of Health for information and necessary action.


For Director of Health Services.


To

- (1) The Nodal Officer, RSBY.
- (2) All District Medical Officers of Health.
- (3) Sri. J.C. Johns – to post in the DHS Website.