

Dir. GIL

SoP 11

F.No.1/52/2014-SD/CDN
INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS
CDN SECTION

Dated: 26th November, 2014

Sub: **Guidelines for redressal of Public Grievances in IGNC**

One of the mandatory objectives of Result Framework Document (RFD) of IGNC's ensuring of disposal of public grievances. In order to strengthen the grievances redress machinery and streamlining the process of handling of redressal of public grievances, it has been decided that -

- i) Director (Admn.) will be In-charge for Redressal of Public Grievances of IGNC. His Telephone No., email ID and Mobile No. are as 23388105, directoradmn.ignca@gmail.com & 9958133533 respectively. The details are also available at the Reception.
- ii) Admn. Section will deal with the work of receipt and disposal of public grievances.
- iii) A locked Complaint Box will be placed in the Reception for dropping the complaints.
- iv) Each grievance petition will be acknowledged within 3 (three) days of the receipt of the grievance along with the name, designation and telephone no. of the officer/official processing the grievance.
- v) Each grievance will be disposed of with a speaking order within 10 (ten) days of the receipt of the grievance.
- vi) Remedial action will be taken in a time bound manner for the grievances appearing in the newspaper columns pertaining to IGNC jurisdiction and rejoinder (s) is mandatorily be issued after investigation in cases which are found to be baseless and/or damaging to the image of the IGNC.
- vii) Monitoring of grievances received and disposed of by the Incharge of Public Grievances will be done on a monthly basis to measure the level of citizen satisfaction on a regular basis.
- viii) Annual statistics of redressal of public grievances received and disposed will be included in the Annual Action Plan and Annual Administrative Report of IGNC.

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- ix) Each HoD will issue booklets/pamphlets about the schemes/services available to the public indicating the procedure and manner in which these can be availed and the right authority to be contacted for service, as also, the Grievance Redress Authority.

This issues with the approval of competent authority.

Jayanta Kumar Ray
(Jayanta Kumar Ray)
Director(Admn.)

Copy for information & necessary action:

1. HoD(KN)
2. HoD(KK)
3. HoD(JS)
4. HoD(Conservation)
5. PD(KD) I/c
6. Director(CIL) – for uploading in IGNC website also ✓
7. Controller (MC)
8. FA & CAO
9. Consultant (CE)
10. Consultant(S&S)
11. SO(Admin)
12. SO(S&S)
13. Care Taker Unit
14. Security Supervisor

Copy for information to:

1. PS to MS
2. Sr. PA to JS