

CHAPTER - V
QUESTIONNAIRE - II

Proforma for Evaluation of Staff Grievances Redress Machinery in Ministries/Departments

1. Existing machinery for resolving staff grievances:-
2. Whether staff grievances are registered centrally in a register/computer?
3. Whether a Staff Grievance Officer has been nominated? If so, his name, designation and telephone number.
4. Have Staff Grievance Officers been designated in the offices/organizations under the control of the Ministry/Department? If yes, give their particulars (Name of subordinate organization, address tele no. etc.
5. Whether name of the SGO has been notified/displayed for information of all concerned?
6. (a) Whether any day/time fixed for meeting the staff and displayed?
(b) Any fixed periodicity for meeting staff associations, if any?
7. Whether time norms fixed for dealing with various personnel matters processing of claims, requests for advances, medical reimbursement, etc.?
8. Whether Time-norms fixed for acknowledgement/disposal of staff grievances?
9. Whether any analysis of staff grievance is done to identify areas of recurrent grievances? If so, details there of?
10. Total number of staff grievances received, disposed of and pending during the last one year.
11. Number of cases taken by staff to CAT/Court during the last one year relating to—
 - (i) Selection/Promotion
 - (ii) Disciplinary matters.
 - (iii) Seniority/Confirmation
 - (iv) Ad-hoc appointments/regularization
 - (v) Daily wages/Casual/Regulation
 - (vi) Scale of pay
 - (vii) Temporary Service Rules/Termination of service
 - (viii) Recruitment and Appointment
 - (ix) Revision
 - (x) Retirement dues
 - (xi) Transfer
 - (xii) Any other reason.
12. Is there any system of staff adalats/open house sessions at competent levels for hearing and disposal of grievances? If so, details.
13. (a) Has any computerization of staff grievances been undertaken?
(b) If not, is there any scope for computerization?