

NATIONAL INSTITUTE OF WIND ENERGY
CHENNAI-600100.

No. NIWE/F&A/ADMN-77/2017

Date: 29.08.2017

OFFICE MEMORANDUM

In partial modification of OM, No.C-WET/F&A/Griev.Cte/2011 dated 29.08.2011, the Director General, NIWE has been pleased to reconstitute a Grievance Committee for NIWE with the following composition:

1	Dr.G Giridhar, DDG (SRRA)	Chairman
2	Shri K Boopathi, Additional Director Shri N Rajkumar, Deputy Director(Technical)	Member/Scientists Alternate Member
3	Shri A.R.Hasan Ali, Assistant Engineer Shri C Stephen Jeremias, Assistant Engineer	Member/Technical Staff Alternate Member
4	Smt.B.Muthulakshmi, Executive Secretary Smt.Anuradha Babu,Executive Staff Officer	Member/Administration Alternate Member
5	Shri D Lakshmanan, DDG(F&A)	Member/Convener

He is further pleased to reconstitute a two-member committee for Consultative Mechanism as given below.

- 1.Shri A.SenthilKumar, Director (S&C/S&T,R&D)
- 2.Shri R. Girirajan, Assistant Director(F&A)


(D.LAKSHMANAN)
Dy. Director General (F&A)

Copy to:
All the Committee members
All unit chiefs
ESO to DG
OSP
Office order file



**NATIONAL INSTITUTE OF WIND ENERGY
CHENNAI – 600 100**

INTER OFFICE MEMORANDUM

From:
Director General
(Additional Charge)

To:

- 1) DDG F&A,ITCS
- 2) GROUP HEAD,OSWH
- 3) GROUP HEAD,SRRA
- 4) GROUP HEAD,WTRS
- 5) GROUP HEAD- T&F
- 6) GROUP HEAD, S &C/S&T,R&D

No.NIWE/F&A/ADMN-77/2017

Date: 23.08.2017

Sub: Constitution of Grievance Committee for NIWE -Reg

According to Instructions of Ministry of Personnel & Public Grievances vide No.K.10100/5/2005-PG dated 14.9.2005, every organisation should set up a Grievance Redressal Machinery for its employees. The aims of such a system are expected to cover: -

A. Main activities:

- i) Constitution of the Grievance Cell and ensure its efficient functioning.
- ii) To fix weekly audience at suitable time for listening to the grievances of public and employees.
- iii) To ensure that the grievances received in the cell are properly diarised and acknowledged.
- iv) To ensure that the grievances are examined quickly and decisions taken within a reasonable time.
- v) To call for the files pertaining to grievances pending for more than two months and take a decision.
- vi) To ensure that all decisions are duly conveyed to the petitioners.

B. Developing a Management Information System

To develop a Management Information System and evolve procedures for proper monitoring as well as quick disposal of public grievances. The system over a period of time, should be able to generate a meaningful data.



C. Review Analysis

On the basis of the data available through Management Information System, areas of recurring grievances may be identified, analysed by the mechanism which will suggest:

- i) Systemic/procedural corrections
- ii) Review of policies/procedures which are identified as sources of common grievances.

A Grievance Redressal Mechanism in keeping with the above aims have been framed as in the Annexure. On the basis of discussions made in the Grievance Resolution Procedure, action points listed below have emerged for taking follow up action:

- a) Appointment of a Grievance Committee.
- b) Formulation of job chart for the Grievance Committee and Consultative Mechanism.
- c) Vesting the Grievances Committee with powers to call for files/papers connection with grievances and taking decision thereon with the approval of Director General.
- d) Preparation and display of a board containing particulars of the Grievances Committee.
- e) Printing of name, address and telephone numbers of the Director of Grievances in the Telephone Directory.
- f) Preparation and display of a Grievances Box at the Entrance gate of the Centre.
- g) Handling of grievances at a faster pace and review of grievances suggested in Grievance Resolution Procedure.
- h) Each grievances petition must be acknowledged.
- i) Observance of Meeting Less Day.
- j) Strengthening of grievances redressal mechanism in the centre.
- k) Compilation of rules and regulations in the form of booklets/pamphlets.
- l) Collection of public grievances appearing in the newspapers and redressal thereof.



- m) Evaluation/inspection of the Grievances Redressal Machinery in the office.
- n) Monitoring as suggested in clause 9 of Grievance Resolution Procedure.
- o) Necessary instructions to the Receptionist and sub staff about the Meeting Less Day

These instructions will come into force with effect from 01.08.2017. All Group Heads are requested to circulate these instructions amongst the staff working in their units for guidance and compliance.



(Dr.Rajesh Katyal)
Director General (Additional Charge)

