



By Speed Post (F)

Government of India  
National Commission for Scheduled Castes

(A Constitutional body set up under Article 338 of the Constitution of India)

File No. 39/Misc-2/IGR Committee/2020/SSW-I

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Khan Market,  
New Delhi-110003  
Dated: 29.07.2020

To

The Secretaries  
Govt. of India  
(All Ministries/Departments)  
(As per list)

The Chief Secretaries  
All State Governments/UTs  
(As per list)

**Subject: Setting up of Internal Grievance Redressal Committee at work place for persons belonging to Scheduled Castes community.**

Sir/Madam,

In order to seek relief under Article 338 of the Constitution and keeping in view the safeguards provided to the SC persons, the employees approach to the Commission from time to time. The nature of complaints received in service division are (i) Non maintenance of reservation roster and not filling up of reservation vacancies, (ii) Discrimination in promotion/seniority/MACP/ACP, (iii) Non appointment/compassionate grounds, (iv) Downgrading of APAR's, (v) Termination /dismissal from services, (vi) Discrimination in transfer/posting (vii) Denial of pensionary benefits and disbursement of pay arrears etc. It has been seen that thousands of complaints are registered in the Headquarter besides the State offices. In the year 2019-20, more than 6500 complaints of service matters were registered in the Headquarters of New Delhi, besides thousands of cases were also registered in the state offices of NCSC.

2. To ensure active participation of various Govt. Departments in redressal of employment/ services related grievances of SC employees, Commission recommends that: An "Internal Grievance Redressal Committee" of 4-5 members be constituted by each at Govt. of India (Ministry/ Departments level), State Govt. (Ministry / Department level) and also in the PSUs. Suggested composition of the committee has been indicated as under:

|       |                                                                        |                                                                       |
|-------|------------------------------------------------------------------------|-----------------------------------------------------------------------|
| (i)   | SAG level officer of Department                                        | Chairperson                                                           |
| (ii)  | SAG level officers of External Department/NGO                          | Member (Scheduled Castes Member)                                      |
| (iii) | Chief Liaison Officer/Liaison Officer (not below the rank of Director) | Member (SC Member)                                                    |
| (iv)  | Director level Officer                                                 | Member (Having good knowledge of rules & procedure of Govt. of India) |
| (v)   | One lady SC Officer of Director level                                  | Member                                                                |

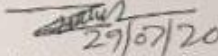
3. The Internal Grievance Redressal Committee will examine the complaints of the employees and to find out the genuineness of the complaint and simultaneously the Committee will submit its report within one month to the Head of Organization. The Head of Organization will monitor the case and submit a quarterly report to the Commission through its Ministry in the following format:

| Sl. No. | No. of cases (registered) | No. of successful cases | No. of Unresolved cases | Action taken against willful defaulting officer(s) | Remarks |
|---------|---------------------------|-------------------------|-------------------------|----------------------------------------------------|---------|
| 1       | 2                         | 3                       | 4                       | 5                                                  | 6       |

4. It is further requested that similar action may be taken by the Central PSU's under the administrative control of the Ministry/Department. The concerned Ministry/Department are requested to communicate the same to the CPSU's with a copy to the Commission.

This issues with the approval of the competent authority.

Yours faithfully,

 29/07/20

(C.S. Verma)

Director

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