

Delhi Transport Corporation
(Govt. of NCT of Delhi)
I.P.Estate: New Delhi-110002

No.Gr.Cell/Gr.Procedure/2013/ 223

Dated: - 4/03/13

In order to streamline the Grievance Redressal Mechanism in an effective manner, the following stages to redress the Grievances of the employees are decided in supersession of the earlier orders on this subject:-

Categories of staff	Officers to whom the grievances is to be reported		
	Ist Stage	2 nd Stage	3 rd and final stage with the recommendation to CMD
All categories of staff working in Depots except CED Security & Medical.	Depot Manager	Sr.Manager/RM concerned	Grievance Committee at Head Quarter.
All categories of staff working in Central workshop-I & II except CED, Security & Medical.	Manager(R&M) of concerned CWS-I&II.	Sr.Manager In charge CWS I&II concerned.	-do-
Staff of security CED & Medical Wing.	Manager(Security)/Manager(CED)/M.O	Sr.Manager(Security)/Sr.Mgr.(C)/Sr.Mgr.(E)/CMO	-do-
Staff working in 1) Training school 2) Printing Press 3) Traffic Deptt. (Sc. House) 4) Road Safety Cell (CCR) 5) Store & Purchase 6) Staff working in Hqrs. 7) Publicity Deptt.	Manager(Trg.) Manager(PP) Respective Mgr.(Tr.) Manager concerned Manager Concerned Manager Concerned	Sr.Manager(Tr.) Sr. Mgr.(P) Sr.Mgr.(Tr.) Sr.Mgr Concerned. -do-	-do- -do- -do- -do- -do-

The Grievance Committee as indicated at 3rd stage above will comprise of the following Officers:-

S.No.	Name of Officers	Designation	
1	Dr.Aradhana	Dy.CGM(IR)	Chairperson
2	Sh.Raj Kumar Singh	Sr.Manager (Admn.) Pension	Member
3	Sh.J.L.Kapoor	Sr.Manager (Tr.)Law	Member
4	Sh.Jagdish Chand	Manager (PLD)	Member
5	Sh.Rajender Kumar	Dy.Manager (A/Cs.)	Member
6	Sh.Suresh Kumar Gupta	Manager (Mech.) MD-IV	Member

One representative of the Recognized Union may also be called as a special invitee in the Meeting of Grievance Committee.

In case the aggrieved employee is not satisfied with the decision of the Unit Officer/Depot Manager/Regional Manager/Sr.Manager at 1st stage and 2nd stage, the said employee may submit his/her grievance representation to the above mentioned Grievance Committee in person on every Thursday at 12.00 P.M. to CMD through Dy. CGM (IR). After obtaining the comments/ file from the concerned DM//Unit Officer, the matter will be examined by the Grievance Committee taking into account entire facts of the case and deposition of the aggrieved in person on the basis of which the Committee shall forward its views/ recommendations to the CMD through CGM (IR) for his consideration and decision. The requisite record/ information of the representation received and the decision taken thereon shall be maintained in Grievance Cell. The meeting of the Grievance Committee will be convened once in a month.

The decision taken by CMD in every case shall be final and shall be communicated to the concerned employees through their respective Unit Officers.

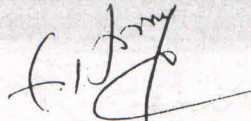
Any further representation of the employee on the same issue which has already been decided by the Competent Authority and the decision been conveyed to the said employee, shall not be entertained by the Grievance Committee unless any fresh point(s) supported with evidence is/are raised by the employees.

Further the Office Order No.Gr.Cell /Gr.Procedure/2012/557 dated 03.12.2012 will remain in existence according to which Grievance shall not include the following:

"Complaints arising out of disciplinary action discharge or dismissal or removal of a workman from service"

Labour Officer will be the Convenor of the said Committee and Sr. LWI will organize the meeting of Grievance Committee.

Encl : As above


(S. R. Kataria)
CGM (IR)

All Notice Board

All Depot Managers/Unit Officers

- CC to: (i) HOD's
(ii) All RM's
(iii) All Sr.LWI, Jr.LWI
(iv) President DTC Employee Congress.