

Government of Odisha
General Administration & Public Grievance Department

No. 2194/Gen., Bhubaneswar, Dated, the 22nd January, 2024
GAD-SC-MISC-0006-2024

To

The All Departments of Government

Subject – Reference to General Administration & Public Grievance Department on matters relating to Service Conditions.

Instructions have been issued vide erstwhile General Administration Department circular letter No. 26422 dated 29.11.1995 that Administrative Departments should try to settle various issues of their Department on application of different provisions of Rules, Regulations and Circulars relating to Service Conditions issued by General Administration Department at their level in which a decision could be taken by the Administrative Department concerned since the rules and instructions themselves are very clear.

It was also instructed therein that only cases where there is a genuine doubt and need for clarification, may be referred to General Administration Department for their views.

In spite of such clear guidelines/ instructions in the matter as prescribed in the above mentioned circular, in many instances files are being referred to the General Administration & Public Grievance Department by various Administrative Departments without proper examination at their level. Sometimes, it is also noticed that the A/Ds refer files without attaching material facts of the case which are necessary for appropriate examination of the case.

On examination of all such references, it is noticed that in most of the cases the Administrative Department could easily take a decision without referring the matter to General Administration & Public Grievance Department since the Rules/instructions themselves are very clear. The above action of Administrative Departments puts burden on the workload resulting in delay in implementation of Government guidelines.

It is, therefore, advised that before making any reference, each case may be examined at the level of the Administrative Department carefully and such matters where there is genuine doubt and really a need for clarification, may be referred to General Administration & Public Grievance Department for their views clearly indicating the history of the case, the issues involved and reasons for entertaining the doubts.

The references should be sent to General Administration & Public Grievance Department only with the approval of the Secretary of the Department.


29/01/2024
Chief Secretary to Government