

**Government of Odisha**  
**General Administration & Public Grievance Department**

Dated the 07<sup>th</sup> March, 2024

**RESOLUTION**

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Demands have been raised by various Service Provider Agencies to enhance the remuneration of the manpower provided by them to the Government from time to time, since the cost of living has been increased manifold in the meantime. It has been demanded by them to link the remuneration to the experience of the manpower, a mechanism for their grievance redressal, timely release of payments etc.

The remuneration of the Service Provider Agencies was last revised in November, 2021 vide FD Letter No 30722/6.11.21. Considering the demands of the Service Provider Agencies and the present cost of living, Government have been pleased to enhance the monthly remuneration to be paid by the SPAs with the conditions as enumerated below:

- TIMELY PAYMENTS:** To ensure timely payment of wages, the billing cycle is proposed to be operative from 21<sup>st</sup> of every month to the 20<sup>th</sup> of the succeeding month. Absentee Statement shall be generated by user agency/office latest by 21<sup>st</sup> of the month. The SPA shall submit the bills within the 23<sup>rd</sup> of each month. The Hiring Authority shall be under obligation to ensure passing of bills by 26<sup>th</sup> of the month and release of wages to the SPA latest by 28<sup>th</sup> of each month. The SPA shall be responsible for transfer of wages/remunerations within the next 48 hours and not later than the last day of every month. The timelines for billing cycle are given in the table below for better clarity:

**TABLE -1**

<b>ACTION</b>	<b>PRESCRIBED TIMELINE</b>	<b>RESPONSIBILITY</b>	<b>ACTUAL DATE OF COMPLIANCE</b>
Date of submission of Absentee Statement	16 <sup>th</sup> day of the month	Controlling Officer/ Branch Head to Establishment Officer	
Submission of Bills by the SPA	20 <sup>th</sup> day of the month	Service Provider Agency	
Approval of Bills by Department/Authority	25 <sup>th</sup> day of the month	Establishment Officer	
Transfer of funds to SPAs bank account	28 <sup>th</sup> day of the month	Establishment Officer	
Transfer of wages to Outsourced employee accounts by SPA.	30th/31 <sup>st</sup> day of the month.	Service Provider Agency	

  
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**2. GRIEVANCE CELL:** All the departments shall create a grievance cell to attend to the complaints of the Outsourced person/ Service Provider Agency. An Officer, not below the rank of a Group A Officer of the department shall be designated as Grievance Officer of the cell and his phone number and address should be made available to all outsourced persons / SPAs. The Grievance Officer shall call both the parties and reconcile the disputes. In case it is established that the Outsourcing Agency has committed any serious violation, action in accordance with rules shall be taken by the Concerned Authorities. A standard format for grievance shall be prescribed by GA & PG Department for submission of grievance by the petitioners.

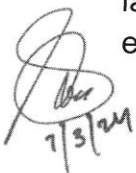
**3. MONTHLY REPORTING & REVIEW:** The officer responsible for Office Establishment dealing with payments to Outsourcing Agency shall submit a monthly report in the prescribed format (TABLE -1) within the first week of every succeeding month to the Head of Office, who shall review the performance in this regard and keep a record of same.

**4. "THE ODISHA OUTSOURCED EMPLOYEES OMBUDSMAN":**

State Government shall set-up the "Odisha State Outsourcing Employees Ombudsman" (Here-in-after referred to as Ombudsman), which shall serve as a dedicated platform for addressing concerns and ensuring a fair and transparent environment for both employees and employers involved in outsourcing of manpower and services to State Government offices and its agencies. The purpose of this "Ombudsman" is to provide a neutral space to resolve disputes, facilitate open communication, and uphold the rights of all parties involved. The primary objective of the Outsourcing Employees Ombudsman is to establish a framework that promotes fairness, transparency, and effective conflict resolution within the context of outsourcing. This shall create a neutral and impartial platform where both outsourced employees and employers can address concerns, resolve disputes, and ensure that the rights and interests of all parties are protected. Through open communication and collaborative problem-solving, we strive to foster a productive and harmonious outsourcing environment that benefits everyone involved. *(Separate Rules shall be framed by GA & PG Department for governing the selection, powers, functions, service conditions, remunerations etc. of the Ombudsman).*

**5. TIMELY DEPOSIT OF STATUTORY DUES:** All Statutory Dues payable on account of the Outsourced employee shall be deposited by the SPA, well within the legally prescribed time and documentary evidence of same shall be submitted along-with the bills of subsequent month. If any SPA fails to deposit the statutory dues, it shall be liable for penal action as per law, in addition to including cancelation of their license by the Competent Authority, cancellation of contract and blacklisting following the principles of Natural Justice.

**6. MATERNITY LEAVE:** The SPA can claim Paid Maternity Leave in case of lady engage subject to a maximum of 4 months (120 days) for first two issues as per eligibility.

  
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**7. ENHANCEMENT OF REMUNERATION:** Demands have been raised by the Service Provider Agencies for enhancement of remuneration in relation to the increase in cost of living and commensurate to the experience gained by the manpower provided. The Service Provider Agencies have signed an agreement with the State Government Departments for providing manpower and are governed by the terms of agreement. However, it is correct that the cost of living has been rising mandating increase in remuneration as also the fact that remuneration ought to be in relation to experience gained.

After examining the cost of living and considering the demands and keeping in view the principles of remuneration commensurate to the experience of the manpower provided, State Government is pleased to announce enhancement of remuneration as per the TABLE - 2 below:

**TABLE - 2**

REVISED RATE OF REMUNERATION (EFFECTIVE FROM FEBRUARY 2024)							
SL NO.	EXISTING MONTHLY REMUNERATION	REVISED MONTHLY REMUNERATION BASED ON YEARS OF EXPERIENCE					
SL. NO.	WAGES PER MONTH	Less than 5 years	5+ to 10 years	10+ to 15 years	15+ to 20 years	20+ to 25 Years	More than 25 years
1	10100	12600	13600	14600	15600	16600	17600
2	10500	13100	14100	15100	16100	17100	18100
3	10900	13600	14600	15600	16600	17600	18600
4	11100	13900	14900	15900	16900	17900	18900
5	11200	14000	15000	16000	17000	18000	19000
6	11500	14400	15400	16400	17400	18400	19400
7	11900	14900	15900	16900	17900	18900	19900
8	12500	15600	16600	17600	18600	19600	20600
9	21100	26400	27400	28400	29400	30400	31400

All State Government Departments, which have hired the services of Service Provider Agencies and signed agreement with them, shall sign new/supplementary agreement, as the case may be, with respective SPAs and incorporate the enhancements prescribed above, without delay.

Provided that, it shall be the responsibility of the Service Provider Agency to submit proof of experience of the engaged person to make application for admissibility of higher rate of remuneration based on experience. Such application shall have to be made in the online portal/application to be developed by GA & PG Department as per clause 10, provide all documentary and credible evidence (*Example: certificate of engagement signed by the concerned Department in favour of the person provided by the concerned SPA/ pay-slips issued by the SPA, Letter of Engagement issued by the SPA to the person, if any, bank statement as proof of*

  
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*transfer by SPA to the account of the personnel, etc. ) in support of the period of such engagement.*

Provided further, that such a higher rate of remuneration shall be provided only after due verification and authentication of such documents/ records furnished by the department in which the personnel is currently engaged.

**8. SERVICE FEE BY SPAs:** The Service Fee being the primary "Bid evaluation parameter" cannot be amended until the currency of the contract comes to conclusion. Any such change in the Service Charges at this stage would amount to changing the "Bid Evaluation Criteria/Parameter" which can render the entire tender process infructuous. Therefore, this demand may not be acceded to. Therefore, in future, whenever, fresh tenders are invited and agreements are made, the minimum rate of Service Charges as prescribed by Finance Department shall be the basic minimum which any Manpower Agency can quote. Any rate less than the minimum shall not be accepted.

**9. DEVELOPMENT OF SOFTWARE APPLICATION:**

GA & PG Department shall use the services of CMGI to develop a user-friendly software application for use by the Engaged persons, Service Provider Agencies and the Government Departments. Such application shall also be available on mobile platform to facilitate submission of grievances by manpower and SPAs, viewing of full, and timely deposit of statutory dues by SPAs, Monitoring of timely payment of wages by the Departments and the SPAs etc. The prototype of the application software shall be developed within next two to three months.

**10. APPLICABILITY OF ABOVE PROVISIONS:**

- A. All personnel who have been receiving remuneration directly from departments and not through any Service Providers shall also be covered under this regulation/ notification.
- B. Persons engaged by State PSUs, Corporations, Societies, Associations and similar organizations functioning under the State Government Departments (except consultants) shall also be governed by the above rules.

**11. EXCEPTIONS TO THE ABOVE RULES:** Any person who has been receiving remuneration, more than the present entitlement, their remuneration shall be protected.

*Provided that, henceforth, any such remuneration shall not be enhanced in future by the Department concerned, without the prior concurrence of GA & PG and Finance Department.*

By order of Governor

  
Additional Chief Secretary to Government

Memo No. **7983** /GAD

Dated **07-03-2024**

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*Ganta 7.3.2024*  
OSD-cum-Additional Secretary to Government

Memo No. **7984** /GAD

Dated **07-03-2024**

Copy forwarded to All Departments of Government/All Heads of the Department/All RDCs/All Collectors for information and necessary action.

*Ganta 7.3.2024*  
OSD-cum-Additional Secretary to Government