

Government of West Bengal
Finance Department,
Audit Branch
"NABANNA"
325,S.Chatterjee Road , Howrah-711 102
Email ID:finreceipt-wb@bangla.gov.in

No.:3906(40)-F[H]

Date :05.09.2024

From: Shri Achintya Bachhar,
Deputy Secretary to the
Government of West Bengal

To : All Groups/Branches/Cells under Finance Department.

Sub:- Appointment of Grievance Redressal Officer

Ref:- Memo No. 5057-SW dated 06.08.2024 of Deptt. of W.C.D & S.W.

In inviting a reference to the subject and the Memo as noted above, the undersigned is directed to send herewith a copy of the said Memo along with its enclosure and to request him to take necessary action accordingly.

An action taken report in this regard may kindly be sent to this Department at the earliest.

Enclo.: As Stated


Sd/ A. Bachhar
Deputy Secretary to the
Government of West Bengal

No.3906/1(2) F(H)

Date :05.09.2024

Copy forwarded for information to :-

1. Shri Sumit Mitra, Network Administrator, Finance Department, for uploading in the Finance Department Website.
2. Office Copy.


Deputy Secretary to the
Government of West Bengal.

5030874/2024
Dt 21.8.24



Government of West Bengal
Women & Child Development and Social Welfare Department
Bikash Bhavan, North Block, 10th floor, Salt Lake City, Kolkata – 700 091

Memo No. 5057- SW/O/2P- 04/2024

Date: 06/08/2024

From : Sanghamitra Ghosh
Principal Secretary to the Deptt. Of W.C.D. & S.W.
Government of West Bengal
To : Additional Chief Secretary/Principal Secretary/Secretary

Add. Secy- SA

Finance Department
Govt. of West Bengal

Sub: Appointment of Grievance Redressal Officer in every Govt. Establishment and display the names and other details of Grievance Redressal Officer in the office premises including display in braille language for the convenience of persons / employee
Ref: No. 07-01/2024-DD-III, dated 10/04/2024 issued by the MoSJ&E, DEPwD, Govt. of India.

Sir/Madam,

In reference to the above, I would request you to appoint Grievance Redressal Officer in every Govt. establishment under your administrative control as per provision of Section-23(1) of Rights of the Persons with Disabilities (RPwD) Act, 2016 and inform the State Commissioner for Persons with Disabilities, West Bengal about the appointment of such officer. The duties of such Grievance Redressal Officer are illustrated in Section 23(2) and 23(3) of the said Act (copy of the extract of relevant section of RPwD Act, 2016 enclosed).

Now, as per advisories of MoSJ&E, Govt. of India, as cited above, you are also requested to arrange to issue necessary instruction to all Govt. establishments under your administrative control for clear display of name boards of Grievance Redressal Officer for PwDs/EwDs in respective office premises which should bear the name, designation, contact number and e mail ID of such officers. This information may also be provided in Braille for the convenience of Persons/ employees with visual impairment.

An action taken report in this regard may kindly be shared with this Department with a copy to the State Commissioner for the Persons with Disabilities, GoWB .

Yours faithfully,

Encl: As stated above (1 sheet)

Sanghamitra Ghosh
Principal Secretary
to the Government of West Bengal

No. 5057 / 1(3) / SW/O/2P-04/2024

Date: 06/08/2024

Copy forwarded for information to:

1. The State Commissioner for Persons with Disabilities, Govt. of West Bengal, Subhanna (7th Floor), Salt Lake, Pin-700064, com.disabilitywb@gmail.com.
2. Sr. P.A. to the Principal Secretary, Government of West Bengal..
3. Office Copy.

Special Secretary
to the Government of West Bengal

Sr. D.S (N.A)

12/8/24

HA(AM)
15/8/24

Provided that, if an employee after acquiring disability is not suitable for the post he was holding, shall be shifted to some other post with the same pay scale and service benefits:

Provided further that if it is not possible to adjust the employee against any post, he may be kept on a supernumerary post until a suitable post is available or he attains the age of superannuation, whichever is earlier.

(5) The appropriate Government may frame policies for posting and transfer of employees with disabilities.

Equal
opportunity
policy.

21. (1) Every establishment shall notify equal opportunity policy detailing measures proposed to be taken by it in pursuance of the provisions of this Chapter in the manner as may be prescribed by the Central Government.

(2) Every establishment shall register a copy of the said policy with the Chief Commissioner or the State Commissioner, as the case may be.

Maintenance
of records.

22. (1) Every establishment shall maintain records of the persons with disabilities in relation to the matter of employment, facilities provided and other necessary information in compliance with the provisions of this Chapter in such form and manner as may be prescribed by the Central Government.

(2) Every employment exchange shall maintain records of persons with disabilities seeking employment.

(3) The records maintained under sub-section (1) shall be open to inspection at all reasonable hours by such persons as may be authorised in their behalf by the appropriate Government.

Appointment
of Grievance
Redressal
Officer.

23. (1) Every Government establishment shall appoint a Grievance Redressal Officer for the purpose of section 19 and shall inform the Chief Commissioner or the State Commissioner, as the case may be, about the appointment of such officer.

(2) Any person aggrieved with the non-compliance of the provisions of section 20, may file a complaint with the Grievance Redressal Officer, who shall investigate it and shall take up the matter with the establishment for corrective action.

(3) The Grievance Redressal Officer shall maintain a register of complaints in the manner as may be prescribed by the Central Government, and every complaint shall be inquired within two weeks of its registration.

(4) If the aggrieved person is not satisfied with the action taken on his or her complaint, he or she may approach the District-Level Committee on disability.

CHAPTER V

SOCIAL SECURITY, HEALTH, REHABILITATION AND RECREATION

Social security.

24. (1) The appropriate Government shall within the limit of its economic capacity and development formulate necessary schemes and programmes to safeguard and promote the right of persons with disabilities for adequate standard of living to enable them to live independently or in the community:

Provided that the quantum of assistance to the persons with disabilities under such schemes and programmes shall be at least twenty-five per cent. higher than the similar schemes applicable to others.

(2) The appropriate Government while devising these schemes and programmes shall give due consideration to the diversity of disability, gender, age, and socio-economic status.

(3) The schemes under sub-section (1) shall provide for,—

(a) community centres with good living conditions in terms of safety, sanitation, health care and counselling;

(b) facilities for persons including children with disabilities who have no family or have been abandoned, or are without shelter or livelihood;

(c) support during natural or man-made disasters and in areas of conflict;