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CENTRAL ADMINISTRATIVE TRIBUNAL  
CUTTACK BENCH, CUTTACK

O.A.NO. 293 OF 2013  
Cuttack this the 28<sup>th</sup> June, 2013

CORAM

HON'BLE SHRI R.C.MISRA, MEMBER(A)

Mrs.Vijaya Mishra, aged about 51 years, W/o. late Dr.K.N.Mishra, At-Qr.No.IR-33, Regional Institute of Education Campus, Unit-IX, now working as Junior Library Attendant, At-Regional Institution of Education, Bhubaneswar-751 002

...Applicant

By Advocate(s)-Ms.C.Padhi

-VERSUS-

1. Union of India represented through  
The Secretary, National Council of Education Research & Training, Sri Aurobindo Marg, New Delhi-110 016
2. Director, NCERT, At-Sri Aurobinda Marg, New Delhi-110 016
3. Principal, Regional Institute of Education, At-Bhubaneswar-751 002, Dist-Khurda

...Respondents

By Advocate(s)-Mr.B.Dash

**ORDER(Oral)**

**HON'BLE SHRI R.C.MISRA, MEMBER(A)**

Heard Ms.C.Padhi, learned counsel for the applicant and Shri B.Dash, learned counsel appearing for the Respondent-NCERT.

2. In the present case, the learned counsel for the applicant has mentioned that the applicant has been representing to the Principal of Regional Institute of Education, Bhubaneswar, praying for up gradation in her pay scale for Junior

*Shri*

Library Attendant and consider her promotion to the post of Semi Professional

Assistant Attendant on the basis of her eligibility and qualification from the year 2010

onwards. However, the departmental authorities have not considered her prayer so far. It has been pointed out that the first representation was made on 18.3.2010 and the last one made on 26.3.2010, which have been filed along with this O.A.

3. Shri B.Dash, learned counsel representing the Respondent-NCERT mentioned that the representations should have been addressed to the Secretary, NCERT, who is competent to take a decision in the matter. However, if the matter is beyond competence of the Principal of the Regional Institute of Education, he should have forwarded the representations to the Secretary, NCERT. As it appears from the submission, the concerned departmental authorities have not acted on the representation filed by the applicant from the year 2010. At this stage, without entering into the merit of the case, the Respondents are directed to dispose of the representations in the light of the extant Government instructions at Annexure-A/2 to the O.A. and communicate the decision to the applicant in a reasoned and speaking order within a period of sixty days from the date of receipt of this order.

4. In this regard it is pertinent to make an observation that redressal of public grievances as well as redressal of the grievances of the employees should receive urgent attention of the concerned authorities and should be disposed of within a specified time frame.


5. In **S.S.Rathore –Vrs-State of Madhya Pradesh**, 1990 SCC (L&S) 50 (para 17)

it has been held by the Hon'ble Supreme Court as under:

“ Redressal of grievances in the hands of the departmental authorities take an unduly long time. That is so on account of the fact that no attention is ordinarily bestowed over these matters and they are not considered to be governmental business of substance. This approach has to be deprecated and authorities on whom power is vested to dispose of the appeals and revisions under the Service Rules must dispose of such matters as expeditiously as possible. Ordinarily, a period of three to six months should be the outer limit. That would discipline the system and keep the public servant away from a protracted period of litigation.”

6. Viewed from the above, it is the responsibility of the departmental authorities to ensure that the grievances of the employees should be looked into and disposed of as per the extant instructions of the Government, so that morale of the Government employees is protected.

7. With the above observation and direction, this O.A. is disposed of at the stage of admission itself. No costs.

6. Send a copies of this order along with paper books of the O.A. to all the Respondents by Speed Post at the cost of the applicant, for which Ms.Padhi undertakes to file the postal requisites by <sup>01.07.</sup>~~26.6.~~2013. 

Free copy of this order be made over to the learned counsel for both the sides.

  
(R.C.MISRA)  
MEMBER(A)