

Public Grievance Redressal Mechanism in Cochin Port Trust

As per Ministry's directive, Public Grievance Redressal Machinery was constituted in Cochin Port Trust in 1991. The Secretary is the Director of Public Grievances. The Deputy Heads of each Department is acting as Grievance Officer to attend the Public Grievances received by that department. Complaints/suggestion boxes have been kept in prominent places in each department to receive the grievances/complaints. Cochin Port Trust regularly checks the grievances submitted online by employees/general public in the Govt. of India website of Central Public Grievance Redressal and Monitoring System (CPGRAMS) and the grievances are disposed off in a time bound manner. A direct link to CPGRAMS website (pgportal.gov.in) has been provided in the website of Cochin Port Trust for online submission of grievances (www.cochinport.gov.in). A detailed circular in this regard has been issued. Aggrieved employees can take up such grievances with concerned Officer/ Divisional Officer for redressal. In the event of non redressal of grievances, the employees can take up the matter with concerned Head of Department failing which again at the level of Dy.Chairman/Chairman. Employees resort to this by way of personal appearance or through written submissions. Aggrieved employees can also personally meet the Chairman with their grievances as Chairman has earmarked public time once in a week for receiving grievances and such grievances are examined on priority and replied to the concerned employees.

Internal Complaints Committee

The Complaint committee (Women Cell) was formed in the year 2004 in compliance with the directions of the Hon'ble Supreme Court of India for prevention of sexual harassment of women in workplace and redressal of the complaints of the victims. After the enactment of the Sexual Harassment of Women at Work place (Prevention, Prohibition and Redressal) Act, 2013 the Complaints Committee was reconstituted as Internal Complaints Committee. The Internal Complaints Committee held three meetings during the year 2015-16. An awareness programme by Dr. Asha Latha, Scientist, CIFT for sensitizing the employees with the provisions of the Act and Rules of the Sexual Harassment of Women at Work place was also conducted by the Committee on 19-12-2015.