

GENERAL WELFARE
REDRESSAL OF GRIEVANCES
GOVERNMENT OF KERALA

General Administration (Political—C) Department

CIRCULAR

No. 82058/Pol. C2/83/GAD.

Dated, Trivandrum 29th July, 1983.

Subj.—Welfare of serving/Ex-Service personnel and their families — Redressal of grievances—Instruction issued
Ref.— Circular No. 85295/Pol. C2/79/GAD dated 25-3-1980.

In the Circular cited the Heads of Departments and Offices were instructed to deal promptly the complaint or representations from serving personnel and ex-servicemen regarding matters connected with welfare of their families and dependents. But complaints have been received by Government that the serving defence personnel as well as ex-servicemen and their problems do not always receive attention with requisite speed and sympathy.

Government wish to impress on the heads of Departments and Offices, the need to extend due consideration to the serving personnel or members of their families whenever they seek to present their problems and difficulties. It should be borne in mind that this category of citizens has a special claim because of the very nature of their duties and responsibilities. Communications and letters from serving personnel from their places of duty should be promptly acknowledged and attended to. It should be possible to send an interim acknowledgement if any particular matter requires more detailed enquiry before any action is possible. The Officers concerned with ensure that the problems of serving personnel ex-servicemen are always attended to with sympathy, consideration and promptitude.

All Heads of Departments and Offices are requested to adhere to the above instructions strictly.

R. GOPALASWAMY,
Chief Secretary.

All Heads of Departments and Offices.
All Commissioners & Special Secretaries/Special Secretaries/Secretary Additional Secretaries/Joint Secretaries/
Deputy Secretaries/Under Secretaries.
All Departments of the Secretariat (All Sections) including Law, Finance & Legislature.
The Registrar, University of Kerala/Calicut/Cochin.
The Registrar, Kerala Agricultural University, Mannuthy.
The Secretary, Kerala Public Service Commission (with G.L.)
The Registrar, High Court, Ernakulam (with G.L.)
The Secretary, Kerala State Electricity Board.
The General Manager Kerala State Road Transport Corporation.
The Director of Public Relations.
The Private Secretary to Chief Minister, Deputy Chief Minister & other Ministers.
The Deputy Secretary to Chief Secretary.