



**AIRPORTS AUTHORITY OF INDIA
DIRECTORATE OF PERSONNEL
RTI-PERSONNEL CELL**

No.A.60011/Misc/2007-RTI-Pers.

26.07.2007

CIRCULAR

Subject: Appointment of Nodal Officer for information sharing and strengthening of Grievance Redressal Mechanism

With the promulgation of the Right to Information Act, 2005, we have entered into an era of free flow of information and are committed to promote a culture of openness, transparency and honesty in all our dealings. With a view to implement the provisions of the RTI Act in letter & spirit, necessary instructions/guidelines have been issued by the Chairman and Member (P&A) vide Circulars dated 25.05.2006 and 26/29.03.2007 respectively.

2. In order to go a step further in sharing of information, it has been decided to appoint Nodal Officers for furnishing of information to the concerned person even before invoking the provisions of the RTI Act. The Management of AAI has resolved to promote a culture of transparency and to demolish all barriers obstructing sharing of information with the employees or with the citizens of the country. All the Directorates are being requested to appoint a Nodal Officer for their respective Directorates who can be approached either verbally or through a written request for furnishing of information pertaining to their Directorates. The concerned Nodal Officer would collect the information and furnish the same to the applicant without payment of any fees as early as possible but not later than 15 working days.

3. It has been observed that a number of applications for obtaining information are received in connection with service matters of employees. With a view to address this issue, the following Nodal Officers from the P&A Department are appointed to disseminate information to the Applicants. These Nodal Officers would provide information and also allow inspection of relevant documents/files which come under the purview of the public domain. These Nodal Officers will make all efforts to furnish information and satisfy the


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queries to the extent possible so that the need to resort to the provisions of RTI Act are brought to the barest minimum.

Rajiv Gandhi Bhawan, Delhi	-Sh. R. S. Maker, DGM (P)
New Office Complex, Delhi	-Sh. Harbir Singh, Sr. Manager(P)
Delhi -RED Office	-Sh. K.S. Dalal, Sr. Manager (P)
Mumbai- RED Office	-Sh. Rajeshwar Rao, Sr. Manager (P)
Chennai- RED Office	-Sh. K. Nagaraj, Sr. Manager (P)
Chennai Airport, Chennai	-Sh. K. Jeba Kumar, Sr. Manager (P)
Kolkata- RED Office	-Sh. T.K. Gupta, Sr. Manager (P)
Kolkata Airport, Kolkata	-Sh. J.K. Goyal, DGM (P)
Guwahati- RED Office	-Smt. Roselind Joseph, Sr. Manager(P)
Trivandrum Airport	-Smt. Elizabeth Sebastian, Manager(P)
	-Sh. M. Ravindranath, Manager (P)

4. In addition to the above, all the Directorates are once again being advised to make the relevant information on AAI Website so that there is least need for employees/citizens to invoke the provisions of the RTI Act to obtain the information. Notwithstanding the above, it is clarified that an employee or a citizen is bestowed with full rights to seek information under the provisions of the RTI Act.

5. Besides furnishing information pertaining to the service matters, the Management is also strengthening the existing Mechanism of Grievance Redressal which was circulated vide CHQ letter no. PERS/IR/1107/13/99/2168 dated 9/14th November, 2000. **A copy of the revised Grievance Redressal Procedure is enclosed. Such employees who are aggrieved on account of service matters are advised to resort to the grievance redressal machinery as mentioned therein.**


(H.S. BAIN)
MEMBER (P&A)

- Member (Ops)/Member(F&A)/Member (Planning)
- Sr. EA to Chairman
- REDs, AAI, NR/SR/ER/WR/NE Region
- APDs, AAI, Chennai/Kolkatta/Trivandrum
- ED(P&A)/ ED(CA&CS)
- All HODs at CHQ/New Office Complex
- CPIO, CHQ
- General Secretary, AAEU/ AAOA(I)/ ACOA(I)/ ATC(Guild)/ AAIE Guild/ IAAIOA / AAI SC&ST Welfare Association
- All Notice Boards

11/5/01
02/08

o/c
Assumed
3/1/07

Sham
2/8/0

2/8/07



AIRPORTS AUTHORITY OF INDIA

GRIEVANCE REDRESSAL MACHINERY FOR THE EMPLOYEES

1. OBJECTIVES:

To provide easily accessible machinery for settlement of grievances and to adopt measures that would ensure expeditious settlement of grievances of staff and officers leading to increased satisfaction in the job thus resulting in improved productivity and efficiency.

2. APPLICABILITY:

The scheme will cover all employees including officers of AAI.

3. GRIEVANCE:

'GRIEVANCE' for the purpose of this scheme would mean a grievance relating to any employee arising out of implementation of the policies/rules or decisions of the Authority, interpretation of service rules etc. of an individual nature or any other matter related to work situation, other than those referred in para 6(ii) and (iii)

4. PROCEDURE FOR HANDLING GRIEVANCE:

All individual grievances of the employees shall henceforth be processed and dealt with, in the following manner:

- 4.1 An employee shall take up his grievance orally or in writing, with the Local grievance Officer (LGO) of the respective office through his/her HOD, who will get the facts of the case and after giving him a personal hearing if necessary, will try to resolve the grievance at his level in consultation with the concerned department HOD and /or Unit/Station/Airport In-charge depending upon the nature and scope of the grievance. In case, the grievance cannot be settled within a month from the date of receipt of the representation, LGO will intimate the same to the aggrieved employee giving reasons for the delay and also indicating when it is likely to be settled.
- 4.2 If the grievance is not satisfactorily resolved locally or there is any undue delay in its redressal, the aggrieved employee may submit

his/her grievance in writing through proper channel to RED/Airport Director (Metro Airport)/ED(Pers) at the Hqrs. for consideration of his grievance by the GRC of the Region/Metro Airport/CHQ. The RED/APD(Metro Airport)/ED(P&A) will try to resolve the grievance at their level unless its redressal falls within the competence of the Corporate Hqrs. In that event, the grievance will be referred to the Grievance Redressal committee (GRC) of the Corporate Hqrs. under intimation to the aggrieved employee.

- 4.3 The recommendations and the decision of the Grievance Redressal Committee will be processed within one month by the concerned Department. The GRC may also recommend to RED/APD(Metro Airport) to take up the issue with the Grievance Redressal Committee at CHQ, in case the GRC at the Region/Metro Airport is unable to resolve the grievance at their level.
- 4.4 The Local Grievance Officers and the Grievance redressal Committees shall be empowered to call and give any directions to any concerned official(s) with a view to ensuring resolving the grievance expeditiously and satisfactorily. Similarly, they can also undertake tours wherever necessary with the approval of their controlling Officers for redressal of any grievances.

5. CONSTITUTION OF LOCAL GRIEVANCE OFFICER (LGO) AND STANDING GRIEVANCE REDRESSAL COMMITTEES(GRCs):

5.1 The nomination of LGO and constitution of the GRCs shall be as under:

A. Local Grievance Officer (LGO)

Non-Metro Airports	Officer In-Charge of Airport
RED Office/ Metro Airports	The senior most officer from the Personnel Deptt.
CHQ	General Manager (Pers)

B. Grievance Redressal Committees:

Grievance Redressal Committee (At Corporate Hqrs)	Member (Finance)	-Chairman
	ED(P&A)	-Member
	GM(Pers)	-Member Secretary
Grievance Redressal Committee (At Regional Hqrs./Metro Airports)	RED/APD (Metro Airport)	-Chairman
	Head of Finance	-Member
	Head of Personnel	- Member Secretary

The constitution of the Grievance Redressal Committee will be displayed prominently in the respective offices and AAI Website. The above Committees will be standing committees in nature and shall meet at least once a month to consider all the cases referred to the Committee and communicate the decision to the aggrieved employee.

- 5.2 In exceptional case, where an employee is not satisfied with the decision of the Local Grievance Officer/Grievance Redressal Committee of the Region/Metro Airport as indicated above, he/she will have the option to appeal to **Chairman**. The decision on such appeals will be taken within one month of the receipt of the appeal. The decision of the **Chairman** shall be final.

6. OTHER CONDITIONS:

- i) If the grievance arises out of an order given by the Management, the said order shall be complied with before the employee concerned invokes the procedure laid down for redressal of his grievance.
- ii) The grievance pertaining to or arising out of the following shall not come under the purview of the grievance Redressal Procedure:
 - a) Annual Performance Appraisal/Confidential Reports
 - b) Where the grievance does not relate to an individual employee; and
 - c) In the case of any grievance arising out of discharge or dismissal of an employee.
- iii) Grievance pertaining to or arising out of disciplinary action or appeal against such action shall be channelled to the Competent Authority as per the procedure laid down under the AAI (Conduct, Discipline & Appeal) Regulations.
- iv) All grievances referred to the Grievance Redressal Committee/other Authorities indicated above shall be entered in a register to be maintained for the purpose by the Grievance Redressal Officer. GRO will send a monthly report to Member (P&A) indicating the number of grievances received, settled and pending during the month.
- v) This grievance procedure will be reviewed by the Management as and when it becomes necessary.
