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10/10/19

OFFICE OF DISTRICT & SESSIONS JUDGE (HQs) : DELHI

4795 No. 72238-378 /Protocol/C/THC/Delhi

Dated : 01 OCT 2019

To,

1. The District & Sessions Judge, all court complexes, Delhi/ New Delhi.
2. All the Retired Judicial Officers (as per list attached)

N/E

Sub : Standard Operating Procedure for resolution of complaints, grievances and requisitions of former Judicial Officers and of dependents of deceased Judicial Officers.

Sir/Madam,

Please find enclosed herewith a copy of Standard Operating Procedure for resolution of complaints, grievances and requisitions of former Judicial Officers and of dependents of deceased Judicial Officers dated 01.10.2019, for information & necessary action.

Yours faithfully

01.10.19

(GIRISH KATHPALIA)
District & Sessions Judge (HQs)
Delhi

72379-72380

No. 72380 /Protocol/C/THC/Delhi

Dated : 01 OCT 2019

Copy forwarded to the Website Committee (English/ Hindi), Tis Hazari Courts, Delhi for uploading on the website.

District & Sessions Judge (HQs)
Delhi

Mailed to Indl.

जिला एवं सत्र न्यायाधीश (उत्तर-पश्चिम)
District & Sessions Judge (North-West)
रोहिणी न्यायालय, दिल्ली
Rohini Courts, Delhi
10/10/19

STANDARD OPERATING PROCEDURE FOR RESOLUTION OF COMPLAINTS, GRIEVANCES AND REQUISITIONS OF FORMER JUDICIAL OFFICERS AND OF DEPENDENTS OF DECEASED JUDICIAL OFFICERS

Preamble:

Whereas the entire district judicial fraternity of Delhi, led by the District & Sessions Judge, Head Quarters most respectfully acknowledges the enormous contribution extended to the growth and development of the Delhi district judiciary by all Judicial Officers, who have demitted office upon elevation and/or upon attaining the age of superannuation, as well as by all Judicial Officers, who passed away during their service tenure;

And whereas it is observed that the Judicial Officers, who have demitted office upon attaining age of superannuation and/or dependents of the Judicial Officers, who have passed away are constrained to undergo difficulties and harassments, and have to personally come all the way to the Head Quarters at Tis Hazari Courts Complex or to other District Court Complexes and/or to run from one office to the other for their multifarious complaints, grievances and requisitions etc. related to their service tenure and post retirement needs;

And whereas it is earnestly believed by the Judicial Officers presently in service that it is the right of the former Judicial Officers and not a favour to them that they be extended all official courtesies and administrative assistance to resolve their complaints, grievances and requisitions etc. related to their service tenure and post retirement needs;

And whereas on 19th August, 2019 a meeting of the respected former District & Sessions Judges, was convened by the office of District & Sessions Judge(HQ) at Tis Hazari Courts, Delhi, in which the participants guided the District & Sessions Judge(HQ) with practical and extremely valuable inputs with regard to the subject under reference;

And whereas on 28th September, 2019 a meeting of all learned District & Sessions Judges was convened by the office of District & Sessions Judge(HQ) at Tis Hazari Courts, in which after prior circulation of draft hereof, extensive deliberations over the contents hereof were done and the participants contributed their valuable inputs;

Thence, it is considered expedient to settle and lay down the standard operating procedure to resolve the complaints, grievances and requisitions of former Judicial Officers and dependents of the deceased Judicial Officers.

1. **Title and commencement:** (1) This protocol shall be called Standard Operating Procedure For Resolution Of Complaints, Grievances and Requisitions of Former Judicial Officers and of Dependents of the Deceased Judicial Officers.

(2) This protocol shall come into force with immediate effect (01st October, 2019).

2. **Definitions:** In this protocol, unless the context otherwise requires,
 - (a) "Protocol" means the standard operating procedure framed herein to resolve the complaints, grievances and requisitions of former Judicial Officers and of dependents of the deceased Judicial Officers;
 - (b) "Former Judicial Officers" means Judicial Officers, who have demitted office upon attaining the age of superannuation and/or have passed away;
 - (c) "Dependents" means Class I legal representatives of those Judicial Officers, who served as members of the Delhi Judicial Service and/or Delhi Higher Judicial Service but passed away during service tenure or after superannuation;
 - (d) "Grievances" means grievances of the former Judicial Officers and dependents, and includes all complaints and requisitions of theirs pertaining to the service and post retirement issues.
3. **Protocol Committee:** Protocol Committee shall consist of the District & Sessions Judge, Head Quarters as its Chairperson, and two next most senior District & Sessions Judges, the Controlling Officer (*posted at the Head Quarters*) and one former Judicial Officer (*to be nominated by the District & Sessions Judge, Head Quarters*) as members.
4. **Role of Protocol Committee:** The Protocol Committee shall have mainly supervisory and advisory role for implementation of this protocol. The Protocol Committee shall meet at least once in two months in order to ensure unhindered and effective implementation of this protocol.
5. **Nodal Officer:** A Judicial Officer (*preferably the Administrative Civil Judge, Central District, Delhi*), so nominated by the District & Sessions Judge(HQ) Delhi, shall be the Nodal Officer in respect of this protocol.
6. **Link Nodal Officer:** A Judicial Officer (*preferably the Administrative Civil Judge, West District*), so nominated by the District & Sessions Judge(HQ) Delhi, shall be the Link Nodal Officer, who shall perform functions of the Nodal Officer in respect of this protocol in case of leave of absence or any disability of the Nodal Officer.
7. **Assistant Nodal Officer:** An administrative official (*not below the rank of Judicial Assistant*), so nominated by the District & Sessions Judge(HQ) Delhi, shall be the Assistant Nodal Officer in respect of this protocol.

8. **Role of Assistant Nodal Officer:** The Assistant Nodal Officer shall make himself or herself, as the case may be, available over telephone daily from 09:00am to 06:00pm in order to deal with the grievances of the former Judicial Officers and the dependents, and for implementation of the objectives of this protocol in letter and spirit.

9. **Grievances Cell:** (1) For implementation of objectives of this Protocol, a Grievances Cell under the office of the District & Sessions Judge, Head Quarters shall be created at Tis Hazari Courts.

(2) Depending upon the staff requirement, the Grievances Cell shall consist of the Assistant Nodal Officer, one Senior Judicial Assistant, one Judicial Assistant, two Junior Judicial Assistants and one Personal Assistant. The Drawing & Disbursing Officer, posted in the Head Quarters shall be *ex officio* member of the Grievances Cell.

(3) The Grievances Cell shall act under the directions of the Nodal Officer or the Link Nodal Officer, as the case may be.

10. **Grievances Registration:** The grievances of the former Judicial Officers and the dependents, conveyed to the Nodal Officer and/or the Assistant Nodal Officer orally or in writing shall be duly registered by the Grievances Cell in the manner hereinafter provided.

11. **Grievances Register:** The Grievances Register shall be maintained by the Grievances Cell in manual as well as computerized form in the following format:

Sl. No.	Name of Former Judicial Officer or Dependent	Gist of Grievance	Grievance Registration No. & Date	Action Taken	Net Result	Remarks and Signature of Former Judicial Officer or Dependent

12. **Procedure of Grievances Resolution:** (1) Grievances can be lodged by the former Judicial Officers and dependents orally during 09:00am to 06:00pm over the designated landline telephone of the Grievances Cell or over the designated mobile phone of the Assistant Nodal Officer (*which phone numbers shall be conveyed to all former Judicial Officers and dependents*), or in writing addressed to the Nodal Officer or to the Assistant Nodal Officer or to the office of the District & Sessions Judge(HQ) Tis Hazari, Delhi by e-mail (*which e-mail address shall be conveyed to all former Judicial Officers and dependents*) or by WhatsApp or by registered post. However, only in case of medical emergency, the former Judicial Officers and the dependents may contact the

steps to get the same resolved at earliest, keeping the concerned former Judicial Officer or the dependent updated about developments.

(10) Upon resolution of the allocated registered grievance, the relevant particulars of action taken and net result shall be recorded by the Nodal Officer in the Grievances Register and thereafter the Grievances Register shall be sent to the residence or office of the concerned former Judicial Officer or the dependent to obtain his or her signature with or without remarks in the relevant column of the Grievances Register as regards the action taken and the net result.

13. **Designated Mobile Phone:** (1) The handset of the mobile phone, designated for implementation of this protocol shall be provided by the office of the District & Sessions Judge, Head Quarters and the mobile connection thereof shall be in the name of the District & Sessions Judge, Head Quarters, Delhi.

(2) The designated mobile phone shall be kept by the Assistant Nodal Officer in safe custody and in case of his long leave of absence the Assistant Nodal Officer shall hand over custody of the same to the Nodal Officer. In case of transfer of the Assistant Nodal Officer out of the Grievances Cell, custody of the designated mobile phone shall be handed over to the successor Assistant Nodal Officer through the Nodal Officer.

(3) The designated mobile phone shall not be used for any purpose other than implementation of this protocol.

(4) The Assistant Nodal Officer shall submit the designated mobile phone before the Nodal Officer every Monday (or the next working day, if Monday happens to be a holiday) for inspection of its logs. Written records of the said logs and the inspection shall be maintained by the Nodal Officer, which record shall be available for inspection by any former Judicial Officer or the dependent only with permission of the Protocol Committee.

14. **Periodic inspection of records by the Protocol Committee:** The Nodal Officer shall submit the phone logs and inspection records of the designated mobile phone as well as the Grievances Register for inspection by the Protocol Committee on monthly basis or as and when so directed by the Chairperson or any member of the Protocol Committee, for the purpose of ensuring timely and effective resolution of the registered grievances.

15. **Duty to comply:** All administrative branches and officials posted in all District Courts across Delhi shall, on top priority, comply with all directions of the Nodal Officer or the Link Nodal Officer, as the case may be, aimed at resolution of the registered grievances within timelines and span target fixed by the Nodal Officer, failing which the official/officer in charge of the defaulting branch shall be liable to disciplinary action.

Assistant Nodal Officer over the designated mobile phone after 06:00pm and before 09:00am also.

(2) Immediately upon receipt of a grievance, the same shall be registered and recorded in the Grievances Register by the Assistant Nodal Officer under intimation to the Nodal Officer.

(3) As soon as practicable upon registration of the grievance, the Nodal Officer shall allocate the registered grievance to an official of the Grievances Cell for resolution and shall inform the concerned former Judicial Officer or the dependent, as the case may be about registration number of the grievance.

(4) At the time of allocation of the registered grievance to an official of the Grievances Cell, the Nodal Officer shall fix the timeline and span target, during which the grievance shall be resolved. For the said fixing of timeline and span target, nature of grievance as well the urgency expressed by the concerned former Judicial Officer or the dependent shall be kept in mind by the Nodal Officer.

(5) Immediately upon allocation of the registered grievance, the concerned official of the Grievances Cell shall contact the concerned former Judicial Officer or the dependent, as the case may be, personally or over phone, depending upon the nature of grievance and requirement of process of resolution, in order to apprise the concerned former Judicial Officer or the dependent, as the case may be, about the timeline and span target, as well as the process contemplated for resolution of the allocated registered grievance.

(6) All efforts shall be done by the Grievances Cell to ensure that the allocated registered Grievance is resolved without requiring the concerned former Judicial Officer or the dependent to personally visit the Office of the District & Sessions Judge (HQ), Tis Hazari or any other government office, unless absolutely necessary.

(7) The Grievances Cell official, dealing with the registered allocated grievance shall on daily basis update over phone the concerned former Judicial Officer or the dependent, as the case may be, about status of action taken towards resolution of the allocated registered grievance.

(8) In case the allocated registered grievance does not get resolved within the span target fixed by the Nodal Officer, information and probable time required for resolution shall be informed personally by the Nodal Officer to the concerned former Judicial Officer or the dependent over phone or by visiting the concerned former Judicial Officer or the dependent.

(9) In case of failure of the concerned official to resolve the allocated registered grievance even within the extended span target, the Nodal Officer shall take over the unresolved registered grievance and shall take all possible

16. **Intervention of Protocol Committee:** In case the official allocated with a registered grievance fails to get the same resolved within the span target fixed by the Nodal Officer, or the former Judicial Officer or the dependent is not satisfied with the efforts being done by the said official or the Nodal Officer, the former Judicial Officer may contact the Chairperson or any member of the Protocol Committee over phone or in writing or in person with request to intervene. Besides, in case the concerned official allocated with the registered grievance or the Nodal Officer finds himself or herself in confusion about interpretation of any of the clauses of this protocol with reference to the registered grievance, the question shall be referred to the Protocol Committee for answer.
17. **Interpretation:** The clauses of this protocol shall be interpreted strictly in consonance with the basic purpose hereof, which is that the mechanism hereunder has been evolved to fulfil, with accountability, duty of the officers, who are serving towards the officers, who earlier served the institution of the Delhi District Judiciary.
18. **Repeal or amendments:** This Protocol may be repealed or amended, in whole or in part only with the unanimous decision of the Protocol Committee, which decision shall be taken after detailed deliberations.

DATED: 01st October, 2019

Girish Kathpalia
 01.10.19
 (GIRISH KATHPALIA)
 DISTRICT & SESSIONS JUDGE,
 HEAD QUARTERS,
 DELHI

OFFICE OF THE DISTRICT & SESSIONS JUDGE (NORTH-WEST)
ROHINI COURT COMPLEX, DELHI.

No. 17157-61 F2(25)/Judl/NW/RC/19

Dated : 14/10/19

Copy forwarded for information and necessary action to :

1. P.S. to Ld. District & Sessions Judge, North-West District, Rohini Courts, Delhi.
2. AAO, Accounts Branch, North-West District, Rohini Courts, Delhi.
3. Branch In-Charge, Computer Branch, North-West District, Rohini Courts, Delhi with the request to upload the same on the official web-site of all the Ld. Judicial Officers posted in North-West District, Rohini Courts, Delhi.
4. Branch In-Charge, R&I Branch for uploading on LAYERS.
- ✓ 5. Web-site Committee (English/Hindi), Rohini Courts, Delhi.

Usha 15/10/19
(USHA KHATTAR)
Sr. A.O. (JUDICIAL)
JUDICIAL BRANCH (N/W)
ROHINI COURTS, DELHI