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**Guidelines for disposing of the representations / applications submitted stating the grievances**

**Sub: Disposal of representations.**

**For Disposing of the representations/ applications for redressal of their grievances:**

Public grievance applications/ representations/ petitions from various licensees, their relatives/ dependants, applicants, candidates etc. tend to increasing the number of court cases as they remain unattended or not redressed by the concerned authorities properly as per rules/ orders within specified time frame.

Hence, the Officers i.e. Cell-in-Charges, the Director of the different Directorates under Food & Supplies Dept./ SCF&Ss/ R.Os or DCF&Ss/ DDRs, as the case may be, in respect of the concerned M.R. area or the S.R. areas respectively, should take necessary as well as prompt actions/ steps to dispose of the said applications/ representations/ petitions from various licensees, their relatives/ dependants, applicants, candidates etc., in accordance with the law as per provisions of various rules, Control Orders, Orders, notifications, SOPs and guidelines, by conducting prompt enquiry or by calling the applicants/ petitioners for a hearing of the matter by issuing a notice of hearing, as preferably within 2 working days, with clear seven (7) days gap.

Every Office/ Cell/ Directorates shall maintain a register for disposal of such public grievance applications/ representations/ petitions & actions taken may be monitored regularly.

Immediate necessary action shall be taken for disposing of the representations for the purpose to reduce the number of court cases.

Such action of disposal of the representation/ application/ petition may be taken, even if a writ petition has been filed before the Court of law, unless the Hon'ble Court has issued a specific order or interim injunction or interim order of stay, as the case may be.



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