

Bharat Sanchar Bhawan,
HC Mathur Lane, Janpath,
New Delhi : 110001,
Off : 011- 23711034
Fax : 011-23328498



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. 28 - 1 /2021 –SCT (Part – I)/1

Dated: 09.09.2021

To,

All the Heads of Telecom Circle, BSNL

Subject: **Appointment of Grievance Redressal Officer under the Section 23 of the Rights of Persons with Disabilities Act, 2016 – reg.**

Reference: Lok Sabha Secretariat OM No. 6/3/CSJE/2020-21 dated 17.08.2021 regarding Study Tour program of the Standing Committee on Social Justice and Empowerment (2020-2021) to Amritsar, Srinagar and Jammu from 6.9.2021 to 10.9.2021.

It is to inform that the Rights of Persons with Disabilities Act, 2016 has been enacted by the Government of India to protect the Rights of the Persons with Disabilities. It has come into effect from 19.4.2017. Further, the Right of Persons with Disabilities Rules 2017, has come into force from 15.6.2017.

2. One of the mandatory Provisions given in the said Act is that every establishment shall appoint an Officer, not below the rank of a DGM level officer, as Grievance Redressal Officer. The Grievance Redressal Officer so appointed shall function as envisaged in the Section 19, 20 and 23 of the Right of Persons with Disabilities Act 2016 and Rule 10 of the Rights of Persons with Disabilities Rules 2017.

3. Accordingly, All the Heads of Circles are instructed to appoint DGM as Grievance Redressal Officer (GRO) at Circle only and post the same in their website. Further, all concerned are instructed that the Chief Commissioner for Persons with Disabilities shall be informed regarding the appointment of GRO.

4. To comply above instructions, it is again requested all concerned to ensure that the Grievance Redressal Officers thus appointed, perform their duties as envisaged.

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the Rights of Persons with Disabilities Act, 2016 and Rights of Persons with Disabilities Rules, 2017. The details of the Grievance Redressal Officer may be posted in the related website.

It is, therefore, requested to kindly send the information regarding the appointment of Grievance Redressal Officer of your Circle to the undersigned at Email id: scticcbsnl@gmail.com in the enclosed proforma on or before 09.09.2021 for further transmission to the Chief Commissioner for Persons with Disabilities

Name of Circles	Grievance Redressal Officer/ Designation of Officer appointed as Grievance Redressal Officer	Land Line No./ Mobile No.	Official e-mail ID

This is issued with the approval of the competent authority.

Enclosure: As above

Ranvir Singh Chauhan
08/09/2021
(Ranvir Singh Chauhan)
Deputy General Manager (SCT)
Tel No. 011 - 23765181
Fax No. 011 - 23766143

- 1) PS to Dir (HR), BSNL CO, New Delhi
- 2) Intranet Portal, BSNL CO, New Delhi