



GOVERNMENT OF GOA  
GENERAL ADMINISTRATION DEPARTMENT  
SECRETARIAT, PORVORIM, GOA- 403 521, TEL- 2419784

No.26/1/88-GAD \3496

Dated: - 27/09/2023

**NOTIFICATION**

Government is pleased to introduce a Single File System in the Directorate of Public Grievances, Panaji by declaring the "Director of Public Grievances" as "Ex-Officio Additional/Joint Secretary to the Government", with immediate effect, whereby the existing Department of Public Grievances at Secretariat shall cease to exist.

Consequently, all Secretariat work shall be handled by the Head of Department declared as Ex-officio Additional/Joint Secretary to the Government. All papers would originate from the Directorate and after obtaining orders from the Secretary/ Minister, concerned papers would go back to the Head of Department for execution.

The existing Secretariat staff i.e. Section Officer, Assistant, Junior Assistant and MTS shall be posted in the Directorate of Public Grievances, Panaji under Single File System and shall be regulated under the following terms and conditions:-

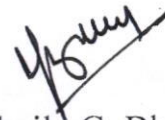
- (i) The officer/officials are posted to render Secretarial assistance to the officer who has been declared as Ex-officio Additional/Joint Secretary and are required to carry out certain duties to assist Secretary of the respective Department.
- (ii) The officer/officials shall be under the direct administrative control of the Officer who has been declared as Ex-officio Additional/Joint Secretary and shall form part of his personal staff.
- (iii) The service matters and conditions of service shall remain unchanged and shall continue to be controlled from General Administration Department from the Secretariat, including promotion, transfer, sanction of Earned Leave, all their advances like House Building, G.P.F., etc.

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- (iv) All the officer/officials shall continue to draw their pay and allowances from the General Administration Department.
- (v) They are also liable for transfer to any other Secretariat Departments.

This issues with the approval of the Personnel Department, concurrence of Finance(R&C) Department vide their U.O. No. 1466190 dated 26/08/2023 and with the approval of the Council of the Ministers in the XXXI<sup>st</sup> meeting held on 08/09/2023 as conveyed vide letter No. 1/20/2023-GAD-II dated 12/09/2023.

By order and in the name of the  
Governor of Goa,



(Shaila G. Bhosle)  
Under Secretary (GA-I)

To,

The Director, Printing & Stationery, Government Printing Press, Panaji-Goa with a request to publication in the Official Gazette and two copies of Official Gazette may please be furnished to this Department.

Copy to:-

1. All Secretaries/ Additional Secretaries/Joint Secretaries/ Under Secretaries to Government, Secretariat Porvorim.
2. All Heads of Department /Offices
3. All Departments in the Secretariat
4. The Director, Directorate of Public Grievances, Panaji-Goa.
5. The Under Secretary, Department of Public Grievances, Secretariat, Porvorim-Goa.
6. The Under Secretary (Personnel), Personnel Department, Secretariat, Porvorim-Goa
7. The Under Secretary (GA-II), General Administration Department, Secretariat, Porvorim-Goa w.r.t. letter No.1/20/2023-GAD-II dated 12/09/2023.
8. Guard file.
9. Office Copy.