



भारतीय आयुर्विज्ञान अनुसंधान परिषद
INDIAN COUNCIL OF MEDICAL RESEARCH

वी. रामलिंगस्वामी भवन, अन्सारी नगर, पोस्ट बॉक्स 4911, नई दिल्ली - 110 029

V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, POST BOX 4911, NEW DELHI - 110 029

No.16/22/2010-Admn.II (pt)

Dated : 12.5.2014

To

The Directors/Directors-in-Charge
of all permanent Institutes/Centres of ICMR.

Sub : To fix time- limit for redressal of grievances

Sir/Madam,

I am directed to enclose herewith copy of O.M. No.C.13015/11/2014-P.G., dated 9th April, 2014 from Ministry of Health & Family Welfare, New Delhi . forwarding therewith Ministry of Personnel, PG & Pensions' letter No.55/18/2014-P&PW, dated 28th March, 2014 on the subject mentioned above.

The instructions mentioned in the circular may be noted for strict compliance.

Yours faithfully,

(Bharat Bhushan)

Admn. Officer

For Director-General

No.C.13015/11/2014-P.G
Government of India
Ministry of Health & Family Welfare

New Delhi, dated the 09th April,2014

OFFICE MEMORANDUM

Subject:- To fix timelimit for redressal of grievances

The undersigned is directed to circulate the guidelines framed by Department of Pension & Pensioners' Welfare(P&PW) vide their letter No.55/18/2014-P&PW(C) dated.28th March,2014(Copy enclosed) for compliance. The P&PW has informed that the Centralized Pension Grievances Redress and Monitoring System(CPENGRAMS) in the portal is being maintained by them and named as "Pensioners'Portal". The pending grievances are constantly being reviewed by the Department to ensured its redressal within a time frame. However, it has been observed that a large number of grievances are lying pending for unduly long periods and the pensioner concerned is suffering. To overview such delays the P&PW has re-emphasized the following guidelines to be followed strictly for timely disposal of related cases.

- (i) Grievances/Complaints received from the pensioners may be acknowledged immediately and at the most within three days of the receipt of the grievances.
- (ii) The grievances may be redressed within a period of two months of their receipt. In case, it is not possible to give an immediately reply, an interim reply should be given to the applicant.
- (iii) Any request made by a pensioners which does not fall under the ambit of pension policy would be a demand and may be tackled accordingly as they do not form part of the approval policy of the government.
- (iv) Pending vigilance or court cases cannot be included in grievances as they are dependant on the finalization of the cases. Hence the pensioner may be informed of the same and these grievances tackled accordingly.

(A-11)

All the Divisions, Attached/Subordinate Offices/Autonomous Bodies under the administrative control of this Ministry are requested to adhere to the aforesaid guidelines for effective redressal of the public grievances including pensioners grievances.

Incl : As above


(KUSUM)
Under Secretary to the Govt of India

To

1. All Directors/Deputy Secretary in the M/o Health & Family Welfare.
2. DGHS (O&M Section).
3. All Autonomous Bodies under the administrative control of Ministry of Health & Family Welfare/

Copy to :-

1. Department of Ayush.
2. Director(Admn),NACO.
3. Department of Health Research.

E.No.55/18/2014-P&PW (C)
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
New Delhi, the 28th March, 2014

To

All Nodal Officers of All Ministries/Department
(Web Based Pensioners' Portal)

Subject: To fix timeline for redressal of grievances

Sir/Madam,

The Department of Pension & Pensioners' Welfare is maintaining Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) in the portal being maintained and named as "Pensioners' Portal". The pending grievances are constantly reviewed by the Department to ensure its redressal within a time frame. It has been found by the department that grievances are lying pending for unduly long periods and the pensioner concerned is suffering. To obviate the delays in the grievance redressal it has been found necessary to re-emphasize the guidelines issued by Administrative Reforms and Public Grievances vide its OM No.K.15011/1/2006-PG dated 22.5.2006, which are as follows:

- i) Minimum courtesy of acknowledging a receipt of the complaint may be done within a period of three days of the receipt of the grievances in case of receipt of dak physically and same day in case if it is an online application;
- ii) Grievances may be redressed within a maximum period of two months of its receipt. Cases where it is not possible to give an immediate reply, an interim reply should be given to the applicant;
- iii) Any request made by a pensioner which does not fall under the ambit of pension policy would be a demand and may be tackled accordingly as they do not form part of the approved policy of the government;
- iv) Pending vigilance or court cases cannot be included in grievances as they are dependant on the finalization of the cases. Hence the pensioner may be informed of the same and these grievances tackled accordingly.

You are requested to send a copy of the instructions issued to fix the timeline for early redressal of grievances to your subordinate organization also.

In case any further clarification or assistance is required please do let us know so that together we are able to dispose the pending grievances within the prescribed time limit of two months.

Yours faithfully,

T. Ghosh
(Tripti P. Ghosh)
Director

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.

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