



भारतीय आयुर्विज्ञान अनुसंधान परिषद INDIAN COUNCIL OF MEDICAL RESEARCH

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

Dated : 20.3.2013

To

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

Sub : Reiteration of Guidelines on Grievance Redress Mechanism

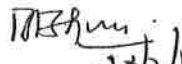
Sir/Madam,

I am directed to send herewith a copy of letter No.K-11028/1/2012-PG, dated 18th February, 2013 received from Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances, New Delhi on the subject mentioned above.

The guidelines as enunciated in the letter under reference may invariably be adhered to.

This issues with the approval of the Competent Authority.

Yours faithfully,


(Bharat Bhushan)

Admn. Officer

For Director-General

No.K-11028/1/2012-PG
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances & Pensions
Karmic, Lok Shikayat aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar aur Lok Shikayat Vibhag

5th Floor, Sardar Patel Bhawan Sansad Marg, ,
New Delhi-110001, Dated: 18th February, 2013

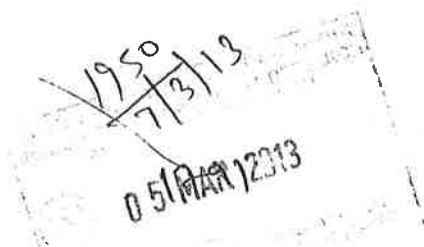
OFFICE MEMORANDUM

Subject : Reiteration of Guidelines on Grievance Redress Mechanism

The undersigned is directed to state that Guidelines on Grievance Redress Mechanism in Government of India have been issued by the Department of Administrative Reforms and Public Grievances, from time to time. These ensure that an effective institutional mechanism is established in each Ministry/Department/Organisation of Government of India for the expeditious redress of grievances. However, this Department has been receiving complaints regarding delay and lack of response from Ministries/Departments/Organisations in acknowledging and redress of grievances. As such, the following important guidelines as per D.O.No.G-13013/1/2006-PG dated 5th May, 2006 are reiterated:

- (1) All grievances need to be acknowledged within three days.
 - (2) All grievances are to be finally redressed within 60 days. If longer period is involved, the complainant is to be informed through an interim reply within 60 days indicating the reason for delay and additional time required for final redress..
 - (3) All grievances received by post or hand directly in the Ministry/ Department/ Organisation should be scanned and uploaded on pgportal/CPGRAM by the Ministry/Department/Organization concerned.
2. It would be appreciated if a copy of the internal instructions issued for implementing the above is endorsed to this Department also.
3. This issues with the approval of the Competent Authority..

Copy to:
RQ
7/3/13



Shailja N. Joshi
18/2/2013
(Shailja N. Joshi)

Deputy Secretary to Government of India
Tel.No:011-23401409

1. Secretaries of all Ministries/Departments in Govt. of India as per list.
2. Smt.Tripti Ghosh, Director (Pension), Department of Pensions & Pensioners' Welfare, Lok Nayak Bhavan, 3rd Floor, Khan Market, New Delhi.

Admn-11

D.O. NO. G-13013/1/2006-PG

भारत सरकार

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

नार्थ ब्लॉक, नई दिल्ली-110001

GOVERNMENT OF INDIA

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES

AND PENSIONS

NORTH BLOCK, NEW DELHI-110001

सचिव

SECRETARY

tel.: 23094848

5th May, 2006

Dear,

Several guidelines have been issued by the Department of Administrative Reforms and Public Grievances from time to time in order to ensure that an effective institutional mechanism is established in each Ministry and Department of Government of India for the expeditious redress of public grievances. Despite all these guidelines, complaints continue regarding the delay and lack of response. The Departmental Parliamentary Standing Committee has taken a serious view of the present state of affairs that is prevailing in the matter of settlement of public grievances. It has been pointed out that the response of the public servants towards citizens' grievances is lukewarm and often borders on complete indifference.

1. The grievance redress system would be failing in its primary purpose if the minimum courtesy of acknowledging receipt of a complaint is not sent in time. It is, therefore, reiterated that an acknowledgement should go immediately and at the most within three days of the receipt of the grievance and a grievance should be redressed within a period of a maximum two months of its receipt. In case it is not found feasible to accede to his/her request, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit. Further, if the finalization of a decision on a particular grievance is expected to take longer than two months, an interim reply should invariably be sent. Efforts may be made for prompt redressal and for identification of grievance prone areas of government departments to eliminate the causes of grievances.

3. I would request you to take suitable measures in bringing about a change in the prevailing situation in order to ensure that the grievances of the citizens are settled expeditiously.

With regards,

Yours sincerely,

(Pratyush Sinha)

All Secretaries of Ministries/Departments of Govt. of India