



भारतीय आयुर्विज्ञान अनुसंधान परिषद  
INDIAN COUNCIL OF MEDICAL RESEARCH  
स्वास्थ्य अनुसंधान विभाग ( स्वास्थ्य एवं परिवार कल्याण मंत्रालय )  
DEPARTMENT OF HEALTH RESEARCH ( MINISTRY OF HEALTH & FAMILY WELFARE )

वी. रामलिंगस्वामी भवन, अन्सारी नगर, पोस्ट बॉक्स 4911, नई दिल्ली-110 029  
V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, POST BOX-4911, NEW DELHI-110029

Dated: 8.8.2016.

No.18/2/2016-Admn-II

To,

The Directors/Director-in-Charge  
of all permanent Institutes/Centers  
of the Council.

Sir/Madam,

I am directed to send herewith following OM & letter for your information and necessary action:-

S.No	Min./ Deptt.	Ref. no. & date	Subject
1.	Ministry of Personnel, Public Grievances and Pension, Deptt. of Administrative Reforms & Public Grievances	No.K-11017/3/2015-PG C1 dated 22/7/2016	Strengthening of Grievances Redress Mechanism- strict adherence to time limit for disposal of grievances.
2.	Ministry of Health & Family Welfare, New Delhi. (Deptt. of Health Research)	V.25011/50/2016-HR(Pt.) dated 25 <sup>th</sup> April, 2016	Plea to overturn the ban of Foreigners from accessing surrogacy in India-regarding.

Yours faithfully

(Bharat Bhushan)  
Administrative Officer  
for Director General

Encl: as above

Copy to:-

- 1 PS to DG/Sr. DDG (A)/FA
- 2 All Divisional Heads.
- 3 Asstt. Director-General (Admn.) (AX)/(JP)
- 4 Dr. S.K. Dey Biswas, Scientist (G) with the request to place above OM/ letter on ICMR website.

No. K-107/2016-G C1  
 Government of India/Prasarit Sarkar  
 Ministry of Personnel, Public Grievances and Pension  
 Karmik, Lok Shikayat Aur Pension Mantralaya  
 Department of Administrative Reforms & Public Grievances  
 Prashasnik Sudhar Aur Lok Shikayat Vibhag

5<sup>th</sup> floor, Sardar Patel Bhavan,  
 Sansad Marg, New Delhi – 110001  
 Dated 15<sup>th</sup> July, 2016

DG, ICMR OFFICE

Diary No.: 3668  
 Date: 27/7/2016

Office Memorandum

**Subject:** - Strengthening of Grievance Redress Mechanism – strict adherence to time limit for disposal of grievances

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The Department of Administrative Reforms & Public Grievances has been regularly monitoring and analyzing the disposal of Public Grievances in various Ministries/Departments. It is hereby observed that Ministries/Departments take considerable time to return back the grievances which do not pertain to them to the nodal Departments. Similarly attached/subordinate offices take too long to return back grievances which do not pertain to them to their Ministries/Departments thus leading to long periods of pendency.

2. Therefore, it is suggested that the Ministries/Departments should expeditiously examine the grievances received by them and return back the grievances which do not pertain to them within a period of maximum five working days. All the attached and subordinate organizations under the Ministries/Departments should also be instructed accordingly.

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 C VGS (A)  
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 22/7

(Sumita Dasgupta)  
 Director of Public Grievances &  
 Deputy Secretary to the Government of India

To  
 Secretary,  
 All Ministries/Departments (As per list)

ADG (A-1)  
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Sr. DBG(A) ICMR OFFICE  
 Diary No. 1212  
 Date 27/7/2016

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