

NO. K-170/2016-16 C1  
 Government of India/Bharat Sarkar  
 Ministry of Personnel, Public Grievances and Pension  
 कर्मिक, लोक शिकायत और पेंशन मंत्रालय  
 Department of Administrative Reforms & Public Grievances  
 Prashasnik Sudhar Aur Lok Shikayat Vibhag

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 Sansad Marg, New Delhi – 110001  
 Dated 15<sup>th</sup> July, 2016

DG, ICMR OFFICE

Diary No. 3668  
 Date 27/7/2016

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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.

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

To

Secretary,  
 All Ministries/Departments (As per list)

Sr. DBG(A) ICMR OFFICE  
 Diary No. 1292  
 Date 27/7/2016

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Ms. 21102  
 General  
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