

६



भारतीय कृषि अनुसंधान परिषद

INDIAN COUNCIL OF AGRICULTURAL RESEARCH

कृषि भवन, डॉ. राजेन्द्र प्रसाद मार्ग, नई दिल्ली-110001

Krishi Bhawan. Dr. Rajendra Prasad Road. New Delhi-110001

मि.स. २१-३१/२०१८-समन्वय

दिनांक ३०/०५/२०१८

सेवा में,

समस्त भा. कृ. अनु. परि. संस्थानों / राष्ट्रीय अनुसंधान केंद्रों के
निदेशक / परिचोजना निदेशक

महोदय,

कृपया इस पत्र के साथ सलग्न पत्र आवश्यक कार्यवाही हेतु देखे

धन्यवाद

भवदीय

(विन्सेंट टी)

अनुभाग अधिकारी (समन्वय)



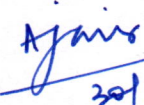
**INDIAN COUNCIL OF AGRICULTURAL RESEARCH
KRISHI BHAWAN: NEW DELHI**

F. No. GAC-21-31/2018-CDN

Dated : 30th May, 2018

ENDORSEMENT

Department of Personnel & Training, Ministry of Personnel, Public Grievances and Pensions, Government of India, New Delhi has issued O.M No. S-15/11/2018-PG (States)(e-Office No. 5685) dated 05.04.2018 regarding meeting on Public Grievances and CPGRAMS taken by the PMO on 05.03.2018-issue of guidelines as follow up action. The above mentioned O.M is being uploaded on the ICAR Web-Site www.icar.org.in for information and further necessary action.


30/5/18
(Ajai Verma)

Under Secretary (GAC)

Distribution :-

1. Directors/Project Directors of all ICAR Institutes/National Research Centers.
2. All Officers/Sections at ICAR Krishi Bhawan/KAB – I & II/NASC
3. PD-DKMA for placing on the ICAR website.
4. PSO to DG, ICAR/ PPS to Secretary, ICAR/ PPS to FA, DARE/ICAR.
5. Secy. (Staff Side), CJSC, IIS&WC, Dehradun
6. Secy. (Staff Side), HJSC, ICAR, KAB-II, Pusa, New Delhi-110012.
7. Guard file/Spare copies

No S-15/11/2018-PG(States) (e-Office No. 5685)
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Department of Administrative Reforms & Public Grievances
Public Grievance Division

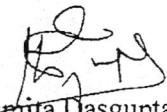
5th floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi – 110001
Dated the 5th April, 2018

OFFICE MEMORANDUM

Subject: Meeting on Public Grievances and CPGRAMS taken by the PMO on
05.03.2018 – issue of guidelines as follow-up action regarding

The undersigned is directed to say that the PMO in a meeting held on 05.03.2018 had indicated that the following specific points may also be incorporated in the Standard operating Procedures by Department of Administrative Reforms and Public Grievances for strict compliance of the concerned Ministries/ Departments/ Organizations/ States which are as under:

- a) The Nodal Officers in the concerned Ministries/Departments/Organizations/States to strictly monitor the disposal of petitions, especially the quality aspects of Disposal.
- b) The reply to the petitioner must be uploaded on the system.
- c) Repeat petitions in respect of unsatisfactory redressals may be looked at more closely and a speaking reply may be furnished in such cases.
- d) It is observed that sometimes the petitions are forwarded to the same Officer against whom the complaint has been made eg. Complaint of corruption against manager of a Bank Branch is sent to the same Officer and the case is disposed off only on the basis of statements of the officer against whom the complaint has been made. All such complaints should be handed independently.
- e) The Ministries/Departments/ Organisations/ State Governments being nodal need to rigorously pursue with their respective Sub-ordinate Organizations to ensure timely and quality disposal of petitions logged in the systems.


(Sumita Dasgupta)
Deputy Secretary to the Government of India
Tel: 23741006

To,

- (1) Secretaries of all Ministries/Departments of Government of India.
- (2) Chief Secretaries/Administrators of all State Governments/UTs.
- (3) PMO (Shri Ambuj Sharma, Under Secretary), South Block, New Delhi.

ssy (D) in reg-
SS (D)