



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


**F. No. GAC-3-2/2015-CDN**

**Dated the 2<sup>nd</sup> December, 2015**

**Circular**

The Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances & Pensions, Govt. of India, New Delhi has issued instructions regarding strengthening of Public Grievance Redress Machinery for Redress of Public Grievances and further directions for prompt and effective redressal of public grievances (CPGRAMS).

The said letter has been uploaded on the ICAR web-site [www.icar.org.in](http://www.icar.org.in) and e-office for information and strict compliance.

  
**(J.N. Bhagat)**  
**Under Secretary (GA)**

**Distribution:-**

1. All Nodal Officers (CPGRAMS) of ICAR Hqrs./Instt. for compliance.
2. Shri Hans Raj, ISO, (DKMA) KAB-I for uploading on the ICAR web-site.

No.K.11011/4/2015-PG  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi.  
Dated : 18<sup>th</sup> November, 2015

OFFICE MEMORANDUM

Subject :- Streamlining Action on Public Grievances – Level of disposal for closing of grievances received under CPGRAMS

Department of Administrative Reforms and Public Grievances regularly reviews the pending public grievances and response from the petitioners lodging their grievances on the pgportal.

2. A closer examination of the disposal of grievances has indicated that grievances are being closed without the complainant knowing the reasons therefore so that the disposal is in a more responsive manner. It is therefore requested that the decision to close a case may be taken at a sufficiently senior level of Director / Joint Secretary level in the Ministry / Department / Organisation and any letter or Orders etc. issued by the Ministry / Department / Organization concerned for redress of the grievance or for not acceding to the request for valid reasons, may also be uploaded into the portal.

3. All Ministries / Departments are requested to note the above instructions for compliance to ensure effective redress of public grievances.

  
(Sumita Dasgupta)  
Deputy Secretary

To

Secretaries of all Ministries / Departments (As per list attached)

List of Secretaries to Government of India

Sl.No.	Secretary Name / Ministry
1.	Secretary, Department of Agriculture & Cooperation, Krishi Bhavan, New Delhi-110001.
2.	Secretary, Department of Agricultural Research & Education, Krishi Bhavan, New Delhi-110001.
3.	Secretary, Department of Animal Husbandry, Dairying & Fisheries, Krishi Bhavan, New Delhi-110001.
4.	Secretary, Department of Atomic Energy Mumbai.
5.	Secretary, Department of Chemicals & Petro Chemicals, Shastri Bhavan, New Delhi-110001.
6.	Secretary, Department of Fertilizers, Shastri Bhavan, New Delhi-110001.
7.	Secretary, Department of Pharmaceuticals Shastri Bhavan, New Delhi-110001.
8.	Secretary, Ministry of Civil Aviation, Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi-110003.
9.	Secretary, Ministry of Coal, Shastri Bhavan, New Delhi-110001.
10.	Secretary, Department of Commerce, Udyog Bhavan, New Delhi-110108.

11.	Secretary, Department of Industrial Policy & Promotion, Udyog Bhavan, New Delhi-110108.
12.	Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi-110001.
13.	Secretary, Department of Posts, Dak Bhavan, Sansad Marg, New Delhi-110001.
14.	Secretary, Department of Electronics & Information Technology, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi-110003.
15.	Secretary, Ministry of Corporate Affairs, Shastri Bhavan, New Delhi-110001.
16.	Secretary, Department of Food & Public Distribution, Krishi Bhavan, New Delhi-110001.
17.	Secretary, Department of Consumer Affairs, Krishi Bhavan, New Delhi-110001.
18.	Secretary, Ministry of Culture, Shastri Bhavan, New Delhi-110001.
19.	Secretary, Ministry of Defence, Department of Defence, South Block, New Delhi-110011.
20.	Secretary, Department of Defence Production, South Block, New Delhi-110011.
21.	Secretary, Department of Defence Research & Development, DRD Bhawan (Near South Block), New Delhi-110011.

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No. K-11019/4/2015-PG  
Government of India/Bharat 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

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5<sup>th</sup> floor, Sardar Patel Bhavan,  
Sansad Marg, New Delhi – 110001  
Dated 7<sup>th</sup> November, 2015

Office Memorandum

**Subject**-Strengthening of Grievance Redress Mechanism – quality of 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 reiterated that quality redressal of the grievances is a key objective of the Centralized Public Grievance Redress And Monitoring System (CPGRAMS). It is therefore significant that the grievances should be disposed of to the utmost satisfaction of the citizens in a responsive manner. Ministries/Departments are accordingly requested to send well drafted reasoned reply to the citizens before closing/disposing the grievances on the pgportal. The reply furnished to the citizen should also invariably be uploaded on pgportal which can be downloaded (including attachments, if any) by the citizen directly.

  
(Sumita Dasgupta)

Deputy Secretary to the Government of India

To

Secretary,  
All Ministries/Departments (As per list)

भारत सरकार

कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय  
प्रशासनिक सुधार और लोक शिकायत विभाग

5वां तल, सरदार पटेल भवन,  
संसद मार्ग, नई दिल्ली - 110001

दिनांक : 9<sup>th</sup> नवम्बर, 2015

कार्यालय जापन

विषय : शिकायत निवारण तंत्र को सुदृढ़ करना - शिकायतों का गुणवत्तापूर्ण निपटान ।

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प्रशासनिक सुधार और लोक शिकायत विभाग विभिन्न मंत्रालयों/विभागों में लोक शिकायतों के निपटान की नियमित रूप से निगरानी और विश्लेषण करता रहता है । एतद्वारा यह दोहराया जाता है कि केंद्रीकृत लोक शिकायत और मानीटरिंग प्रणाली (सीपीग्राम्स) का मुख्य उद्देश्य शिकायतों का गुणवत्तापूर्ण निपटान करना है । अतः यह महत्वपूर्ण है कि शिकायतों का निपटान प्रतिक्रियाशील तरीके से नागरिकों की उच्चतम संतुष्टि के अनुरूप होना चाहिए । तदनुसार मंत्रालयों/विभागों से अनुरोध किया जाता है कि पीजी पोर्टल पर शिकायतों को समाप्त करने/निपटान करने से पूर्व नागरिकों को उचित सुसंगत जवाब भेजा जाए । नागरिकों को भेजे गए जवाब को अनिवार्य रूप से पीजी पोर्टल पर भी अपलोड किया जाना चाहिए ताकि नागरिक द्वारा सीधे ही उसे डाउनलोड (संलग्नकों सहित, यदि कोई हो) किया जा सके ।

*(सुमिता दासगुप्ता)*

(सुमिता दासगुप्ता)

उप सचिव, भारत सरकार

सेवा में

सचिव,

सभी मंत्रालय/विभाग (सूची के अनुसार)

To,

Tech Director, NIC-कृ० पी.जी.पोर्टल पर अपलोड करें।