



INDIAN COUNCIL OF AGRICULTURAL RESEARCH  
KRISHI BHAWAN: NEW DELHI

F. No. 3-3/2011-CDN

Dated 1<sup>st</sup> March, 2013

**ENDORSEMENT**

Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances and Pensions, Government of India/Bharat Sarkar, Karmic, Lok Shikayat aur Pension Mantralaya, Sardar Patel Bhawan, New Delhi has been issued O.M. No. K-11028/1/2012-PG dated 18.2.2013 regarding Reiteration of Guidelines on Grievance Redress Mechanisms. The above mentioned O.M. is being uploaded on the ICAR Web-Site [www.icar.org.in](http://www.icar.org.in) for information and further guidance.

(J.N. Bhagat)  
Under Secretary (GAC)

**DISTRIBUTION :-**

1. All Directors/Project Directors of all ICAR Institutes/National Research Centres/Project Coordinators/Coordinated Research Projects/Zonal Project Coordinators/Bureaux
2. Sr.PPS to DG, ICAR/PPS to Secretary, ICAR/PPS to FA (DARE).
3. Chairman ASRB/ND, NAIP/ Project Director(DKMA), Pusa, New Delhi.
4. Shri Hans Raj, ISO, (DKMA) KAB-I for putting in the ICAR Web-Site.
5. All Officers/Sections at ICAR Krishi Bhawan/KAB-I/II & NASC Complex.
6. Secy. (Staff Side), CJSC, National Research Centre on Meat, Chengicherla, Hyderabad – 500 039
7. Secy. (Staff Side), HJSC, ICAR, KAB-II
8. Guard file/Spare copies

सचिव (डेप्टी सचिव)  
Secy. (Dy. Secy.)  
आयसी सं./Dy. N.  
दिनांक/Date

Office

16022013 OUT TODAY

19/2/13

-1-

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

5<sup>th</sup> Floor, Sardar Patel Bhawan Sansad Marg,,  
New Delhi-110001, Dated: 18<sup>th</sup> 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 5<sup>th</sup> 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..

20/2/13  
AS (D) & Secy.  
20/2/13  
Copy to:

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, 3<sup>rd</sup> Floor, Khan Market, New Delhi.

Pl. circulate this to all officers and sections in DARE and also to (i) ICAR and (ii) CAU for information and compliance.

AS (Estt) S.O. (Estt.) RA 20/2/13

भारतीय कृषि अनुसंधान परिषद  
कृषि भवन, नई दिल्ली

फा0 सं0 3-3/2011-समन्वय

दिनांक 01 मार्च, 2013

पृष्ठांकन

लोक शिकायत तथा प्रशासनिक सुधार विभाग, कार्मिक मंत्रालय, लोक शिकायत एवं पेंशन मंत्रालय, भारत सरकार/भारत सरकार, कार्मिक और पेंशन मंत्रालय, सरदार पटेल भवन, नई दिल्ली द्वारा लोक शिकायत निवारण -तंत्र की पुनरावृत्ति तथा दिशानिर्देश के संबंध में दिनांक 18.2.2013 का कार्यालय ज्ञापन सं0 के-11028/1/2012-पीजी जारी किया गया है। यह का.ज्ञा., भा.कृ.अ.प. की वेबसाइट [www.icar.org.in](http://www.icar.org.in) पर सूचना एवं अनुपालन हेतु अपलोड कर दिया गया है।



(जे. एन. भगत)  
अवर सचिव (जीएससी)

वितरण:

1. भा.कृ.अ.प. के संस्थानों/परियोजना निदेशालयों/राष्ट्रीय अनुसंधान केन्द्रों/परियोजना समन्वयकों/अनुसंधान परियोजना समन्वयकों/क्षेत्रीय परियोजना समन्वयकों के सभी निदेशक/ब्यूरो के सभी निदेशक।
2. म.नि., भा.कृ.अ.प. के वरिष्ठ प्रधान निजी सचिव/सचिव, भा.कृ.अ.प. के प्रधान निजी सचिव/ वित्त सलाहकार (डेयर) के प्रधान निजी सचिव।
3. अध्यक्ष, कृ.वै.च.मं./राष्ट्रीय निदेशक, एनएआईपी/परियोजना निदेशक (डीकेएमए), पूसा, नई दिल्ली
4. श्री हंस राज, आईएसओ, (डीकेएमए), कृषि अनुसंधान भवन-1 को आईसीएआर की वेबसाइट पर डालने करने हेतु।
5. भा.कृ.अ.प. के सभी अधिकारी/अनुभाग, कृषि भवन/कृषि अनुसंधान भवन-1/2, एनएएससी काम्पलेक्स।
6. सचिव (कर्मचारी पक्ष), सीजेएससी, राष्ट्रीय मांस अनुसंधान केन्द्र, चेंगीचेरेला, हैदराबाद- 500039
7. सचिव (कर्मचारी पक्ष), सीजेएससी, भा.कृ.अ.प., कृषि अनुसंधान भवन-2
8. गार्ड फाइल/अतिरिक्त प्रतियां