



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

**F. No. GAC-31/2015-CDN**

**Dated the 30th January, 2015**

**Circular**

An O.M. has been received from the Department of Administrative Reforms & Public Grievances, Ministry of Personnel, Public Grievances & Pensions, Govt. of India, New Delhi regarding – Strengthening of the Grievance Redress Mechanism for Redress of Public Grievances and further directions for prompt and effective redressal of public grievances (CPGRAMS).

The said O.M. 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.

**(Mary Sunita Barwa)  
Under Secretary (CDN and R&D)**

**Distribution:-**

All Nodal Officer (CPGRAMS) of ICAR Hqrs./Instt. for compliance.

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## OFFICE MEMORANDUM

Sub: Strengthening of the Grievance Redress Mechanism for Redress of Public Grievances.

Department of Administrative Reforms & Public Grievances has been issuing several guidelines for prompt & effective redress of public grievances. It has been emphasized therein that a grievance should be redressed within a period of maximum of two months of its receipt. It has further been emphasized that if finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent. In case it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within this stipulated time limit.

2. Complaints have been received that grievances are being closed without furnishing any reply to the petitioner.

3. In this regard, it may be considered, that, if a grievance involves policy decision/statutory change/court related matter, it could be closed under intimation to the petitioner with the comments that it could be revisited, in case any fresh development in the matter, merits the same.

4. The receipt of this memorandum may kindly be acknowledged.

5. This issues with the approval of the competent authority.

(Sumita Dasgupta)

Deputy Secretary to the Government of India

Tele: 011-23741006

To

Directors of Grievances of all Ministries/Departments of Government of India.