



ईकास संदेश संख्या... 2696/भा.क.अ.प. मुख्या.
दिनांक... 23/4/2014
पृष्ठों की संख्या... 3

INDIAN COUNCIL OF AGRICULTURAL RESEARCH
KRISHI BHAWAN: NEW DELHI

F. No. GAC-21-19/2014-CDN

Dated the 17th April, 2014

ENDORSEMENT

Department of Pension & Pensioners' Welfare, Ministry of Personnel, Public Grievances & Pensions, Government of India, New Delhi has issued Letter No. 55/18/2014-P&PW(C) dated 28.3.2014 regarding fixing timeline for redressal of grievances. The above mentioned letter is being uploaded on the ICAR Web-Site www.icar.org.in for information and further necessary action.

(J.N. Bhagat)

Under Secretary (GAC)

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F.No.55/18/2014-P&PW (C)
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
New Delhi, the 28th March, 2014

To

All Nodal Officers of All Ministries/Department
(Web Based Pensioners' Portal)

Subject: To fix timeline for redressal of grievances

Sir/Madam,

The Department of Pension & Pensioners' Welfare is maintaining Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) in the portal being maintained and named as "Pensioners' Portal". The pending grievances are constantly reviewed by the Department to ensure its redressal within a time frame. It has been found by the department that grievances are lying pending for unduly long periods and the pensioner concerned is suffering. To obviate the delays in the grievance redressal it has been found necessary to re-emphasize the guidelines issued by Administrative Reforms and Public Grievances vide its OM No.K.15011/1/2006-PG dated 22.5.2006, which are as follows:

- i) Minimum courtesy of acknowledging a receipt of the complaint may be done within a period of three days of the receipt of the grievances in case of receipt of dak physically and same day in case if it is an online application;
- ii) Grievances may be redressed within a maximum period of two months of its receipt. Cases where it is not possible to give an immediate reply, an interim reply should be given to the applicant;
- iii) Any request made by a pensioner which does not fall under the ambit of pension policy would be a demand and may be tackled accordingly as they do not form part of the approved policy of the government;
- iv) Pending vigilance or court cases cannot be included in grievances as they are dependant on the finalization of the cases. Hence the pensioner may be informed of the same and these grievances tackled accordingly.

You are requested to send a copy of the instructions issued to fix the timeline for early redressal of grievances to your subordinate organization also.

In case any further clarification or assistance is required please do let us know so that together we are able to dispose the pending grievances within the prescribed time limit of two months.

Yours faithfully,

Tripti P. Ghosh

(Tripti P. Ghosh)

Director

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.

File No. 924
Date 16/4/14
Section 16/4/14

22/4/14
16/4/14



भारतीय कृषि अनुसंधान परिषद
कृषि भवन- नई दिल्ली

फा० सं० सा० प्र० सं०-21-18/2014.समन्वय

दिनांक : 17.4.2014

पृष्ठांकन

पेंशन एवं पेंशनर्स कल्याण विभाग, कार्मिक मंत्रालय, लोक शिकायत और पेंशन, भारत सरकार, नई दिल्ली द्वारा आदेश संख्या 55/18/2014-पी&पीडब्ल्यू (जी) दिनांक 28.3.2014 को समय पर शिकायतों के निवारण के बारे में जारी किया है। यह का.जा. भा.कृ.अ.प. की वेबसाइट www.icar.org.in पर सूचना एवं अनुपालन हेतु अपलोड कर दिया गया है।

(जे. एन. भगत)

अवर सचिव (जीएसी)

वितरण:

- 1 भा.कृ.अ.प. के संस्थानों/परियोजना निदेशालयों/राष्ट्रीय अनुसंधान केन्द्रों/परियोजना समन्वयकों/ अनुसंधान परियोजना समन्वयकों/क्षेत्रीय परियोजना समन्वयकों के सभी निदेशक/ब्यूरों के सभी निदेशक।
- 2 महानिदेशक., भा.कृ.अ.प. के वरिष्ठ प्रधान निजी सचिव/सचिव, भा.कृ.अ.प. के प्रधान निजी सचिव/वित्त सलाहकार (डायर) 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 चंगीचेरला