



स./No. 1(1)/PGO-2015

दिनांक/Dated: 1<sup>st</sup> May, 2018

प्रेषक / From:

संयुक्त सचिव (प्रशासन)  
Joint Secretary (Admn.)

सेवा में / To:

सी.एस.आई.आर. के सभी राष्ट्रीय प्रयोगशालों/संस्थाओं/इकाइयों के निदेशक/ प्रमुख  
The Directors/Heads of all National Labs./Instts./Units of CSIR

महोदय /Sir/ महोदया/ Madam,

मुझे भारत सरकार के निम्नलिखित कार्यालय ज्ञापन को आपकी जानकारी, मार्गदर्शन एवं अनुपालन के लिए अग्रेषित करने का निदेश हुआ है।

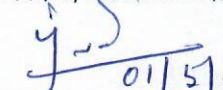
I am directed to forward herewith the following office memoranda for information, guidance and compliance.

क्रम सं. S.No.	कार्यालय ज्ञापन सं. / Office Memorandum No.	विषय / Subject
1	भारत सरकार/ कर्मिक, लोकशिकायत तथा पेंशन मंत्रालय, प्रशासनिक सुधार और लोक शिकायत विभाग का कार्यालय ज्ञापन सं. S-15/11/2018-PG (States) ( e-Office No. 5685) दिनांक 05/04/2018  Government of India, Ministry of Personnel, Public Grievances and Pension, Department of Administrative Reforms & Public Grievances O.M. No. S-15/11/2018-PG(States) (e-Office No. 5685) dated 05/04/2018	Meeting on Public Grievances and CPGRAMS taken by the PMO on 05.03.2018-Issue of guidelines as follow-up action regarding
2.	भारत सरकार/ कर्मिक, लोकशिकायत तथा पेंशन मंत्रालय, प्रशासनिक सुधार और लोक शिकायत विभाग का कार्यालय ज्ञापन सं. S-15/14/2018-PG(States) (e-Office No. 5702) दिनांक 09/04/2018  Government of India, Ministry of Personnel, Public Grievances and Pension, Department of Administrative Reforms & Public Grievances O.M. No. S-15/14/2018-PG (States) (e-Office No. 5702) dated 09/04/2018	Archiving of more than five year pending grievances in CPGRAMS

सी.एस.आई.आर. की समस्त प्रयोगशालाओं/संस्थानों/इकाइयों और सी.एस.आई.आर. मुख्यालय के आंतरिक अनुभागों/प्रभागों से अनुरोध है कि पाँच वर्षों से अधिक समय से लंबित लोक शिकायतों के समाधान/निपटान हेतु आवश्यक कार्यवाई करें और 10 मई, 2018 तक इस कार्यालय को की गयी कार्यवाई से अवगत कराएं।

All Laboratories/Institutes/Units of CSIR and internal sections/divisions of CSIR Headquarters are requested to take necessary action for resolution/disposal of public grievances which are pending for more than five years and send the action taken report to this office latest by 10<sup>th</sup> May, 2018.

भवदीया/Yours faithfully,

  
01/05/2018  
(पल्लवी सेन गुप्ता/Pallavi Sen Gupta)  
अवर सचिव /Under Secretary

संलग्न/Encls.: यथोपरि/ As above

प्रतिलिपि /Copy to :

- 1) प्रमुख, आईटी प्रभाग / Head, IT Division – इस सर्कुलर लैटर को CSIR की वेबसाइट पर उपलब्ध कराने हेतु / with the request to make this circular letter available on the CSIR website.
- 2) कार्यालय प्रतिलिपि/Office copy

Phone : EPABX - 23710138, 23710144, 23710158, 23710468, 23710805, 23177251, 23714238, 23714249, 23714769  
Fax 91-1123714788, Email : jsa@csir.res.in

कृपया क्र. 1 (प्रतिलिपि) के अनुसार उचित कार्यवाही करें  
विभागाध्यक्ष (अनुसंधान)  
01/05/18



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  
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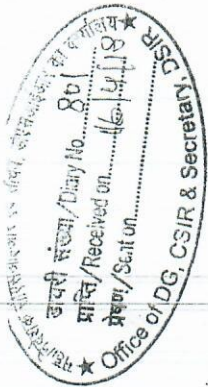
5th floor, Sardar Patel Bhavan,  
Sansad Marg, New Delhi - 110001  
Dated the 5<sup>th</sup> April, 2018

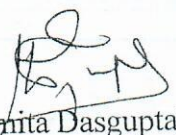
OFFICE MEMORANDUM

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:

- The Nodal Officers in the concerned Ministries/Departments/Organizations/States to  
strictly monitor the disposal of petitions, especially the quality aspects of Disposal.
- The reply to the petitioner must be uploaded on the system.
- Repeat petitions in respect of unsatisfactory redressals may be looked at more closely  
and a speaking reply may be furnished in such cases.
- 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.
- 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.

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17-04-2018

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US (CPGRAM) thru ss. DS, CSIR



F.No S-15/14/2018-PG (States) (e-office No. 5702)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Administrative Reforms and Public Grievances  
Public Grievances Section

5<sup>TH</sup> floor, Sardar Patel Bhawan  
Sansad Marg, New Delhi-110001  
Dated: 9<sup>th</sup> April, 2018

**OFFICE MEMORANDUM**

**Subject: Archiving of more than five year pending grievances in CPGRAMS.**

As per the current archival policy of the National Informatics Centre (NIC), the complete data of the current year, previous four years and all pending grievances (irrespective of the their age) is maintained in the live Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) database. Under this policy, data of all grievances closed upto 31.12.2014 is archived and maintained in a separate database which can be queried as and when required by the respective users. NIC have indicated that presently old public grievance cases pending since the year 2007 have been lying unattended in the live database. In this context it is **proposed to close and archive all pending grievances which are more than five years old as on every first calendar day of the year in order to facilitate smooth functioning of CPGRAMS.**

2. In view of the above, it is requested that the Public Grievances which are pending for more than 5 years may be attended to / resolved / disposed within a period of the next 3 months i.e. 30.06.2018. It is proposed that thereafter, any complaint remaining pending in CPGRAMS (more than 5 years old) will be archived and maintained in a separate database by the NIC to facilitate any queries on these cases on a future date in order to ensure smooth functioning of CPGRAMS.

*Smita Kumar*  
(Smita Kumar)

Joint Secretary to Government of India  
Tel: 011- 23360208

- JS(A)  
- MOD-DSIR

To,

1. Secretaries of all Ministries/Departments of GOI.
2. All Chief Secretaries/Administrators of States/UTs.

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12-04-2018

12 (HOD)

16 APR 2018

HOD, DSIR  
SS-DS (CPGRAMS), CSIR

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