



वैज्ञानिक और औद्योगिक अनुसंधान परिषद
COUNCIL OF SCIENTIFIC AND INDUSTRIAL RESEARCH
अनुसंधान भवन, 2, रफी मार्ग, नई दिल्ली - 110001
Anusandhan Bhawan, 2, Rafi Marg, New Delhi-110001

No. F-12012/2/18-PG

Dated: 12th January, 2021

To,

The Directors/Heads/Nodal Officers Public Grievances of all CSIR Labs/Institutes/Units/CSIR Hqrs.

Sub:- Redressal/disposal of Public Grievances on CPGRAMS in a time bound manner-reg.

Sir/Madam,

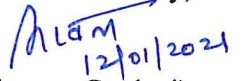
I am directed to refer to the guidelines issued by Department of Administrative Reforms & Public Grievances from time to time for prompt and effective redressal of public grievances. The compilation/guidelines are available at www.darpg.gov.in and www.pgportal.gov.in. Accordingly, public grievances should be redressed within a period of two months from its receipt. All COVID-19 related public grievances should be redressed at the earliest/ within a timeline of three days. Cases where immediate resolution is not possible due to long term policy issues or legal implications, the citizen shall be informed suitably. Further, if finalization of a decision on particular grievance is anticipated to take more than the prescribed timeline, an interim reply should invariably be sent to the petitioner.

The number of grievances pending on PG Portal in respect of CSIR Labs/ Institutes/Units/CSIR Hqrs. are enclosed as Annexure-I. It is observed that some grievances are pending even after considerable lapse of time.

It is requested that the grievances may be addressed promptly and timelines may kindly be adhered to. Further, pending grievances on CPGRAMS may kindly be examined & redressed/disposed at the earliest and action taken report/ copy of reply sent to the petitioner may also be uploaded on PG Portal.

Encl. as above

Yours faithfully,


(Bhawna Guglani)
Under Secretary &
Nodal Officer, Public Grievances

Copy to :-

1. US o/o DG, CSIR
2. PA to JS(A), CSIR
3. Head IT Division :- with request to upload this circular letter on CSIR Website
4. Office Copy

Annexure - I

Name	Total Pending As On ToDate
HRDG CSIRComplex	77
CSIR Vigilance	19
CSIR HR3	13
NCL Pune	8
CSIR Dir Rec	7
CIMFR Dhanbaad	6
CSIR Mission Directorate	6
CECRI Karaikudi	5
CSIR HQ NEW DELHI	4
CSIR HR2	4
IITR Lucknow	4
NISCAIR New Delhi	4
CSIR Legal	3
CSIR Policy Division	3
NEERI Nagpur	3
ACSIR	2
CCMB Hyderabad	2
CDRI Lucknow	2
CMERI Durgapur	2
CSIR HQ	2
CSIR HQ	2
CSIR HQ NEW DELHI	2
NAL Bengaluru	2
NIIST Thiruvananthapuram	2
NIO Goa	2
NISTADS New Delhi	2
AMPRI	1
CBRI Roorkee	1
CEERI Pilani	1
CFTRI Mysore	1
CSIR General	1
CSIR HQ NEW DELHI	1
CSIR Store Purchase	1
CSMCRI Bhavnagar	1
IHBT Palampur	1
IICB Kolkata	1
IIIM Jammu	1
NGRI Hyderabad	1
NIEST Jorhat	1
NPL New Delhi	1
SERC Chennai	1
Total	203