

Council of Scientific and Industrial Research
Anusandhan Bhawan, Rafi Marg, New Delhi-110001

Office Memorandum

No.: (1)/PGO/2015

Date: 10.08.2015

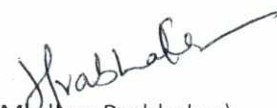
Sub : CPENGRAMS paying attention to the quality of disposal of grievance.

Ref.: MoST/ DSIR letter number 11014/01/2015-Estt. Dated 10.6.2015.

Joint Secretary, CSIR in view of the recommendations of the Parliamentary Standing Committee has been pleased to approve that for improving the disposal of grievance the Nodal Officer, Public Grievance may ensure the following:

- 1- The pension related grievances lodged on CPENGRAMS are properly examined by all concerned.
- 2- The grievances are not closed by the field officers/units below the level of the designated Public Grievance Officer.
- 3- At least 20% of the grievances closed should be reviewed by Nodal Officer of the Ministries/Departments.
- 4- Where the request made by the petitioners is not considered to be acceptable, a reasoned communication may be sent to the petitioner before closing the grievance.

Thus, the grievances be settled accordingly and the applicants duly informed of the outcome. Simultaneously the letter of disposal of grievance be also sent to CSIR Hqrs for further action. Concerned HODs in CSIR Hqrs, may dispose of the grievances as per above and send a copy of the letter issued to the applicant to Nodal Officer, (PG) CSIR.


(Madhur Prabhakar)
Section Officer

Copy to :

- 1- US, O/o DG, CSIR
- 2- O/o JS(Admn), CSIR
- 3- O/o FA, CSIR
- 4- O/o CVO, CSIR
- 5- PS to LA, CSIR
- 6- Directors/ Heads of National Labs/Instts./ Centers of CSIR
- 7- All Divisional Heads in CSIR Hqrs, CSIR Cx, ESD, RAB, IPU, Exam Unit, TKDL
- 8- All Nodal Officers (Public Grievance) – CSIR Hqrs & CSIR Labs/ Instts.
- 9- Head, IT Division- with request to host this OM in CSIR Website
- 10- Office Copy