

**COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH**  
**ANUSANDHAN BHAWAN, 2 RAFI MARG,**  
**NEW DELHI - 110001**

**OFFICE MEMORANDUM**

No.:1(1)/PGO-2015

Dated: 04/04/2016

**Sub: Standard operating procedure to be followed for dealing with Public Grievance under CPGRAMS portal.**

In pursuance of the Govt. of India's efforts to have a robust public grievance redress and monitoring mechanism, since June 2007, a new software called the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was made operational in all the Ministries/Depts. Subsequently, in accordance with the instructions received, all labs/Instts of CSIR were issued with a Login ID & Password for initiating online operations on the CPGRAMS portal.

With a view for effective implementation of the CPGRAMS, and to avoid technical glitches, the following points may be strictly adhered to by all Labs and Institutes while disposing off the grievances received via the CPGRAMS portal.

1. All Nodal Officers are required to update their details on respective Lab/Institute's website. In case of change of a Nodal Officer, a copy of the details of the new Nodal Officer must be sent to the Director, Public Grievances with Landline no., Mobile No. and email ID.
2. All grievances shall be forwarded to the concerned Nodal officer via CPGRAMS (pgportal.gov.in). Therefore it is the duty of the Nodal Officer to check the portal on a regular basis for effective disposal of grievances. All Nodal Officers must share their mobile no. with Section Officer, (PG) CSIR Hqrs on his e-mail ([madhurp@csir.res.in](mailto:madhurp@csir.res.in)) in order to receive instant notifications on their mobile nos.
3. Nodal Officers can now access the portal from their Android phone via "Public Grievance " android app.
4. The timeline for redress of grievances is 60 days. In case of delay an interim reply with reasons for delay is required to be given to the applicant.
5. In case a grievance does not pertain to your Lab/Inst/Division it needs to be returned to the sender within 5 working days.
6. Each Nodal Officer must send an acknowledgement to the applicant within three days of receipt of grievance.
7. Nodal Officers must ensure that all grievances are being redressed as per the Public Grievance guidelines, a copy of which is available on pgportal.gov.in.
8. Grievances received directly at Lab/Instt. level by postal service need to be uploaded on the pgportal.
9. A grievance shall stand disposed only when a final reply has been sent to the applicant, which then must be uploaded on the pgportal.gov.in.


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10. The subjects mentioned below are not supposed to be taken up for redress:
- Subjudice cases or any matter concerning judgment given by any court.
  - Personal and family disputes.
  - RTI matters.
  - All policy matters.
  - Where a grievance has already been disposed off at the level of Minister.
  - Grievances relating to service matters (excluding those relating to payment of terminal benefits like gratuity, provident fund, etc.), commercial contracts or cases which are subjudice.
  - Anything that impacts upon the territorial integrity of the country or friendly relations with other countries.
11. Quarterly reports need to be forwarded to the grievance cell of CSIR Hqrs at the end of each quarter, the format of which is available on the pgportal.
12. A copy of FAQs on the above mentioned subject matter for convenience of the Nodal Officers is attached for ready reference.

This issues with the approval of the Joint Secretary (Admn.)

  
04/05/2016  
(Anjum Sharma)  
Deputy Secretary (PG)

Encls - Compilation of FAQs.

Copy to :-

- Directors of all labs/Instts. of CSIR.
- All Nodal Officers of CSIR Hqrs/labs/Instts.
- DS, O/o DG CSIR.
- US, O/o JS(A) and Director, Public Grievances, CSIR.
- Sr. DS (PG), CSIR Hqrs
- PS to FA, CSIR.
- PS to CVO, CSIR.
- All HoDs. CSIR Hqrs.
- PS to LA, CSIR
- ✓ 10. IT Division - with a request to host this OM on the CSIR website.
- Guard File.
- Office copy.

FREQUENTLY ASKED QUESTIONS ON GRIEVANCE REDRESS MECHANISM IN GOVERNMENT OF INDIA AND THE ROLE OF DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES, NEW DELHI, THEREIN

Sl. No.	Question
1	<p>What are the contact details of the Department of Administrative Reforms and Public Grievances?</p> <p>Department of Administrative Reforms and Public Grievances, 5<sup>th</sup> floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001.</p> <p>Website: <a href="http://www.darpg.gov.in">www.darpg.gov.in</a></p> <p>Tele fax – 23741006</p>
2.	<p>Where can the grievances be sent?</p> <p>The grievances can be sent to :</p> <p>a) The Department of Administrative Reforms and Public Grievances.(DAR&amp;PG) (<a href="http://pgportal.gov.in">http://pgportal.gov.in</a>)</p> <p>b) The Department of Pensions and Pensioners' Welfare.(DP&amp;PW) (<a href="http://pgportal.gov.in/pension/">http://pgportal.gov.in/pension/</a>)</p> <p>The above nodal agencies receive grievances online through <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> as well as by post or by hand in person, from the public.</p>


  
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3.	<p>How do I lodge the grievance?</p> <p>The grievances can be lodged online on <a href="http://pgportal.gov.in">pgportal.gov.in</a>.</p> <p>In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format.</p> <p>The grievance may be written on any plain sheet of paper or on a Postcard / Inland letter and addressed to the Department.</p>
4.	<p>What happens when I lodge the grievance?</p> <p>The grievance is acknowledged online or by post. A unique registration number is given to each grievance.</p>
5.	<p>How do I track my grievance?</p> <p>It may be tracked on the <a href="http://pgportal.gov.in">pgportal</a> by clicking <b>view status</b> and entering the unique registration number.</p>
6.	<p>What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?</p> <p>Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department.</p>
7.	<p>After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?</p> <p>No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details.</p> <p>Sometimes, the details are sent by post and mentioned in the final report.</p> <p>The postal delivery may be awaited before lodging a fresh grievance.</p>
8.	<p>What are the contact details of the Nodal Officers of Public Grievances</p>

  
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	<p>in Ministries/Departments?</p> <p>The list is accessible on the Department's website at <a href="http://www.darpg.nic.in">www.darpg.nic.in</a> and at <a href="http://www.pgportal.gov.in">www.pgportal.gov.in</a>. In addition to this, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites.</p>
9.	<p>What is the system of granting personal hearing on grievances?</p> <p>Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.</p>
10.	<p>What are the types of grievances which are not taken up for redress by the Department?</p> <p>(a). Subjudice cases or any matter concerning judgment given by any court.</p> <p>(b). Personal and family disputes.</p> <p>(c). RTI matters.</p> <p>(d). Anything that impacts upon territorial integrity of the country or friendly relations with other countries.</p>
11.	<p>What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?</p> <p>The Department of Administrative Reforms &amp; Public Grievances is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India. The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner. The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.</p>

  
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12.	<p>What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?</p> <p>All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/ UT/ NCT Government concerned.</p> <p>Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also.</p>
13.	<p>What is the time limit for redress of grievance?</p> <p>Sixty (60) days. In case of delay an interim reply with reasons for delay is required to be given.</p>
14.	<p>What action can be taken by me in case of non-redress of my grievance within the prescribed time?</p> <p>You may take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.</p>

  
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