

File No. F-12012/2/18-PG
Council of Scientific and Industrial Research
Public Grievance Cell

Anusandhan Bhawan,
2 Rafi Marg,
New Delhi-110001
Dated: - 12.03.2020

To,
The Directors/Head/Nodal Public Grievance Officer of all CSIR Hqrs/Labs/Instts./Units.

Subject: Redressal/ disposal of grievances on CPGRAMS.

Sir/Madam,

Following a high level review meeting on 04.03.2020 between the PMO and Department of Administrative Reforms and Public Grievances in respect of pending grievances on CPGRAMS Portal, all the Departments and their Subordinate Offices have been instructed to launch a campaign to expedite the disposal of the pending grievances which have been registered in the PMO/PG Portal within a period of 10 days. The grievances pending on PG Portal in respect of CSIR Labs/Instts./Unit are enclosed at Annexure.

2. As per the grievances manual & procedure all Public Grievances must be disposed of within a period of 60 days from the date of its receipt.
3. It is requested to examine the pendency of Public Grievances on CPGRAMS and the same be disposed expeditiously and reply may be uploaded on PG Portal.
4. The status of the redressal of grievances may please be sent by E-mail at sanjay@csir.res.in by 16.03.2020 positively.

Yours Faithfully


(Sanjay Kumar)
Deputy Secretary

12/03/2020

Encl: As above.

Copy to :

1. O/o Joint Secretary (Admn) CSIR.
2. Head, IT for displaying on website.

Name	Total Pending As On ToDate
HRDG CSIRComplex	61
CSIR Vigilance	24
CSIR HR3	11
CCMB Hyderabad	7
CFTRI Mysore	5
CIMFR Dhanbaad	4
CSIR HQ NEW DELHI	3
NCL Pune	3
NIO Goa	3
CEERI Pilani	2
CSIR HQ	2
NIEST Jorhat	2
AMPRI	1
CBRI Roorkee	1
CECRI Karaikudi	1
CSIR	1
CSIR Dir Rec	1
CSIR HQ	1
CSIR Policy Division	1
CSIR TKDL	1
CSMCRI Bhavnagar	1
IIIM Jammu	1
NEERI Nagpur	1
NISTADS New Delhi	1
ACSIR	0
CDRI Lucknow	0
CGCRI Kolkata	0
CIMAP Lucknow	0
CLRI Chennai	0
CMERI Durgapur	0
CPIO	0
CRRJ New Delhi	0
CSIO Chandigarh	0
CSIR Com and Par	0
CSIR ESD	0
CSIR FA	0
CSIR Finance and Accounts	0
CSIR HQ NEW DELHI	0
CSIR HQ NEW DELHI	0
CSIR HQ NEW DELHI	0
CSIR HQ NEW DELHI	0
CSIR HR1	0
CSIR HR2	0
CSIR ISTAD	0
CSIR Legal	0
CSIR Mission Directorate	0
CSIR RPPBDD	0
CSIR Store Purchase	0
CSIR4PI Bengaluru	0

IGIB Delhi	0
IHBT Palampur	0
IICB Kolkata	0
IICT Hyderabad	0
IIP Dehradun	0
IITR Lucknow	0
IMMT Bhubaneswar	0
IMT Chandigarh	0
NAL Bengaluru	0
NBRI Lucknow	0
NGRI Hyderabad	0
NIIST Thiruvananthapuram	0
NISCAIR New Delhi	0
NML Jamshedpur	0
NPL New Delhi	0
SERC Chennai	0
URDIP Pune	0
Total	139