



महेन्द्र कुमार गुप्ता  
MAHENDRA KUMAR GUPTA

संयुक्त सचिव  
Joint Secretary

वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद्  
अनुसंधान भवन, 2, रफी मार्ग, नई दिल्ली-110 001  
COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH  
Anusandhan Bhawan, 2, Rafi Marg, New Delhi-110001

DO.No. 7-10(3)/2003-R&A/HR-III

Date 28<sup>th</sup> August 2023

**Sub: Strengthening and active monitoring of Grievance Redressal System in CSIR Labs/Instts-reg.**

Dear Director,

I hope this message finds you well. I am writing to emphasize the importance of adhering to the Grievance Redressal System at CSIR Labs/Instts and to request your active monitoring of the system to ensure its effectiveness.

As you are aware, CSIR has put in place a comprehensive Grievance Redressal System to address individual grievances of CSIR employees. Despite clear instructions and guidelines provided for addressing individual grievances of CSIR employees, there have been instances where certain employees have sought non-official and outside influences to further their service interests, which is in direct violation of Rule 20 of CCS (Conduct) Rules, 1964. This has impacted the efficiency of the Grievance Redressal System at Lab level and also consuming the time and manpower in examining / replying to such issues of employees.

To address such concerns and restore faith in CSIR Grievance Redressal System, I urge you to take the following actions:

1. Labs/Institutes shall disseminate information on inplaced grievance redressal system to educate its employees about the proper procedures and guidelines for submitting their grievances. Emphasize the importance of adhering to the CSIR Grievance Redressal System to resolve their concerns in a fair and just manner.
2. Adherence to the prescribed time frame for grievance redressal as per the rules. To avoid delays, prompt attention must be given to each grievance, and necessary actions should be taken to expedite the resolution process.
3. Reassure employees that their representations submitted to the Grievance Committees will receive full and sympathetic consideration, and genuine grievances will be redressed promptly.

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4. To discourage any violation of the guidelines, it is imperative to take strict action against employees found guilty of breaching the Conduct Rules. Such actions should be in accordance with the applicable disciplinary measures and should be implemented without any bias.
5. **Active Monitoring:** Director and CoA/AO of Lab/Institute shall play a pivotal role in ensuring the smooth functioning of the existing inplaced Grievance Redressal System by actively monitoring the process and progress of grievance resolution at the level of Consultative Mechanism, Local Grievance Committee and Standing Committee for redressal of Grievances in R&D matters.
6. **Periodic review** on number of grievances received, number of grievances resolved, number of pending grievances and category of grievances be carried out and report be maintained as per the attached format at Lab/Instt level which can be checked by Vigilance and Administration, CSIR Headquarters as a part of HR Audit at any time. Resolution of grievance and identification of improvement areas be given utmost importance.

You will appreciate that by actively monitoring the CSIR Grievance Redressal System at Lab/Institute level and adhering to the guidelines, we can foster a supportive work environment and demonstrate our commitment to addressing the concerns of our employees in a genuine and efficient manner.

Your cooperation in this endeavour is vital, and I trust that under your guidance, the Grievance Redressal System at your Lab/Instt. will thrive, ensuring the well-being and productivity of our workforce.

Thank you for your attention to this matter.

*With regards.*

Yours Sincerely,

  
28/8/2023  
(Mahendra Kumar Gupta)  
Joint Secretary(Admn.)

Encl: As above

To,

The Directors of all National Laboratories/Institutes of CSIR



**Quarterly Report on Grievance Redressal System**

Name of the Lab \_\_\_\_\_

Report Period:- \_\_\_\_\_

Grievance Redressal Mechanism	Total number of grievance/ representations /complaints received	Nature/ category/ type of grievance/ representations /complaints	Number of grievance/ representations/ complaints resolved	Number of pending grievance/ representations /complaints	Number of grievances referred to Central Grievance Committee	Remarks
Consultative Mechanism						
Local Grievance Committee						
Standing Committee for redressal of grievance in R&D matters						

Signature of AO/CoA  
(with official seal)  
Name of AO/CoA