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स्वास्थ्य अनुसंधान विभाग, स्वास्थ्य एवं परिवार
कल्याण मंत्रालय, भारत सरकार

Indian Council of Medical Research
Department of Health Research, Ministry of Health
and Family Welfare, Government of India

No.18/2/2021-Admn-II

Dated: 1.7.2021.

To,

The Directors/Directors-in-Charge of
permanent Institutes/Centres of ICMR.

Subject: Reduction of stipulated time limit for disposal of Public Grievance in
CPGRAMS-regarding.

Sir/Madam,

I am directed to refer to a copy of OM No. S-15/21/2021-O/o DS(PG)-DARPG (7085)
dated 22.6.2021 issued by Ministry of Personnel, Public Grievances and Pensions, Deptt. of
Administrative Reforms and Public Grievances, Public Grievances Division, New Delhi on the
subject mentioned above for information and necessary action.

Yours faithfully,

(Jagdish Rajesh)
Asstt. Director General (Admn.)

Encl: As above

Copy to:-

1. PS to DG/ Sr. DDG /Sr. FA
2. All Divisional Heads
3. DDG(A)
4. ADGs
4. PG Cell
5. Dr. L.K.Sharma, Scientist 'E' – soft copy of the same has been mailed at your email
ID(sharma.lk@icmr.gov.in) for website upload.

No.18/1/2021-Admn-II

Dated: 25.6.2021.

For circulation
S.A.O (A.P.) 1/2

NoS-15/21/2021-O/o DS(PG)-DARPG (7085)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms and Public Grievances
Public Grievances Division

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, Dated the 22nd June, 2021

OFFICE MEMORANDUM

Subject: Reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS - regarding

The undersigned is directed to say that the Centralized Public Grievances Redressal and Monitoring System (CPGRAMS), gives citizens a platform to lodge their grievances from anywhere and anytime (24x7) to public authorities in Central Ministries/ Departments/ State Governments/ UTs. Over the last couple of years CPGRAMS has become more responsive with high rates of disposal and progressive reduction in average disposal time. An analysis of grievance disposals in CPGRAMS reveals that about 87% Ministries/ Departments have disposed of the grievances in less than 45 days.

2. Given this progress and also in view of the recommendation of the Department related Parliamentary Standing Committee on Ministry of Personnel Pension and Public Grievances which suggested to reduce the maximum time limit for disposal of grievances from existing 60 days to 45 days, DARPG has decided to revise the grievance disposal protocol in CPGRAMS as follows:

"The CPGRAMS grievances shall be resolved promptly as soon as they are received and maximum within 45 days. In case redressal is not possible within the prescribed time-frame due to the circumstances beyond the control of the Government such as sub-judice matters/ policy issues/ etc., an interim reply shall be given to the citizen. The grievances under COVID 19 category shall continue to be taken up on high priority and resolved maximum within 3 days.

3. This issue with the approval of the competent authority.

Prisca
22/6/2021
(Prisca Mathew)
Deputy Secretary to the Govt. of India
Tel No. 23401429

To,

1. Secretaries to the GOI
2. Chief Secretaries of States/ UTs
3. Heads of autonomous/ Statutory bodies
4. Nodal Public Grievance officers of Ministries/Department/Attached and Subordinate organizations of Govt. of India/ State Govts
5. NIC, DARPG for appropriate action and uploading on the DARPG Website

Copy for information to:

1. PMO (Attention Sh Bhaskar Khulbe, Advisor to PM)
2. Cabinet Secretary
3. Secretary to the President Secretariat
4. Secretary General, Rajya Sabha Secretariat
5. Secretary General, Lok Sabha Secretariat
6. Secretary (Coordination & PG), Cabinet Secretariat

*Pl. circulate to
all nodal officers
and Heads / Directors*

Prisca
22/06/21

*S.No. 4094
1/7/2021*