



सत्यमेव जयते

D.O.No.30014/2/2014-O&M

Dated: 17<sup>th</sup> October, 2014.

Department of Administrative Reforms & Public Grievances has been receiving a number of letters from various members of public that their grievances are not being acknowledged and also being replied to.

2. Paragraph No.121 of the Central Secretariat Manual of Office Procedure (CSMOP) has prescribed time limit of 7 days for disposal papers by Government employees. Paragraph No.122 of the CSMOP prescribes relevant time limits for sending an acknowledgement to a 'public grievance' i.e. within 3 days and sending of a final reply in response to the grievance within 60 days.

3. I would request you to consider sensitising your employees on the need to follow the guidelines of the CSMOP both in letter & spirit.

With Regards

Yours sincerely,

N. Ravi Shanker  
( N. Ravi Shanker )

To

Dr. Vishwa Mohan Katoch  
Secretary  
Department of Health Research  
Indian Council of Medical Research,  
V. Ramalingaswami Bhavan,  
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New Delhi-110029.

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→ JS(DRG(A)) / JCOA

Scan & email to  
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order to be issued &  
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D/NO 6833 A II  
20/10/2014

DR DG (A) ICMR OFFICE  
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DATE 28/10/2014

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