

**INDIAN COUNCIL OF MEDICAL RESEARCH**

No.18/20/2012-Admn.-II

Dated 10.12.2012

**OFFICE MEMORANDUM**

**Subject:** General circular

Enclosed please find herewith OM No. C.13015/12/2012-W&PG dated 30<sup>th</sup> October 2012 received from Ministry of Health & Family Welfare regarding effective redressal of public grievances including pensioner's grievances which may be uploaded on the ICMR website.

Yours faithfully,

  
10/12/12

( Bharat Bhushan )  
Administrative Officer  
for Director General

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R  
7/11

No. C. 13015/12/2012-W&PG  
Government of India  
Ministry of Health & Family Welfare  
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New Delhi, dated the 30<sup>th</sup> October, 2012

Office Memorandum

**Subject: Timeline for redressal of grievances.**


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The undersigned is directed to say that to Department of Pension & Pensioners' Welfare vide their Letter No. 41/36/2011-P&FW (c) dated 15<sup>th</sup> October, 2012 (**Copy enclosed**) has desired that time limit may be fixed for timely redressal of grievances of pensioners.

Accordingly time line for redressal of grievances were fixed and circulated to all concerned vide W&PG Division's OM of even number dated 21<sup>st</sup> February 2012. A copy of OM dated 21.2.2012 is enclosed for ready reference.


2. All the Divisions, Attached/Subordinate Offices/Autonomous Bodies under the administrative control of this Ministry are, therefore again requested to adhere to the aforesaid guidelines for effective redressal of the public grievances including pensioners' grievances in a time bound manner.

Enc: As above.

  
(Mahendra Singh)  
Deputy Secretary to the Government of India  
Tel: 23063481

- To  
11/20/12  
DDG
1. All Directors/Deputy Secretaries in the M/o Health & Family Welfare.
  2. DGHS (O&M Section).
  3. All Autonomous Bodies under the administrative control of Ministry of Health & Family Welfare.

Copy to:

1. Department of Ayush.
  2. Director (Admn, NACO).
  3. Department of Health Research.
-   
11/20/12  
(A-11)

F.No. 41/36/2011-P&PW(C)  
Govt. of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare  
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3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 15<sup>th</sup> October, 2012

To

All Nodal Officers of all Ministries/ Departments  
(Web Based Pensioners' Portal)

Subject: To fix timeline for redressal of grievances.

Sir/ Madam

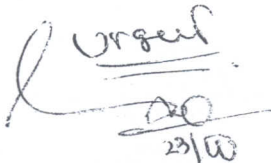
As per software developed for monitoring of Pension related grievances, all on-line grievances of pensioners are being fed through web application CPENGRAMS available in the Pensioners' Portal maintained by Department of Pension & Pensioners' Welfare and the same are forwarded online to the concerned Ministries/Departments/Organizations for their redressal. It has, however, been felt that timely action is not being taken by various Ministries/ Departments/ Organisations for redressal of grievances and same remain pending for unduly long periods. There is thus need to emphasis upon the concerned officers dealing with these grievances in your Department for taking timely action on the grievances of pensioners so that unnecessary delays could be avoided. The regional offices and field officers, wherever they exist also need to be sensitized in this regard accordingly.

2. As already requested earlier vide this Department's letter of even number dated 13.01.2012, you are once again requested to fix the time-line for timely redressal of grievances as per the guidelines issued by Department of AR&PG (copy enclosed). In cases where it is not possible to give immediate reply, an interim reply should be given to the applicant. An immediate action by concerned Ministries/Departments/Organizations will be steps towards pensioners' welfare and will go a long way in ameliorating the hardships of Pensioners.

Yours faithfully



(Tripti P. Ghosh)  
Director

  
23/10

Copy to:

DS/101

1. NIC - I ..... dating the letter on Pensioners' Portal.