



भारतीय आयुर्विज्ञान अनुसंधान परिषद INDIAN COUNCIL OF MEDICAL RESEARCH

वी. रामलिंगस्वामी भवन, अन्सारी नगर, पोस्ट बॉक्स 4911, नई दिल्ली - 110 029

V. RAMALINGASWAMI BHAWAN. ANSARI NAGAR. POST BOX 4911. NEW DELHI - 110 029
No.16/22/2010-Admn.II (pt) Dated : 18.9.2012

To

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

Sir/Madam,

As per the instructions of the Government of India, Portal for Public Grievances has been provided on the ICMR website under heading "Other Links". It is desired that each ICMR's Institute/Centre should constitute a "Grievance Committee" and provide its own Portal for Public and in future all the Grievances of the staff should be settled within 4 weeks and if unsettled, be uploaded on the above ICMR Links and hard copy has to be sent to ICMR Hqrs. Similarly, the complaints registered on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Link on the home page of the Department of Public Grievances and Redressal should be seen regularly from time to time by using the User Name – ICMRH and User ID-pgo 321. The complaints registered on CPGRAMS concerning your Institute/Centre may also be settled by the Grievance Committee of the concerned Institute/Centre within 4 weeks and if unsettled, then uploaded on ICMR Link and hard copy be forwarded to ICMR Hqrs. It may also be ensured that all the Non -Electronic Grievances are uploaded on ICMR website at the earliest possible, if not settled.

This issue may be treated as urgent and compliance be sent to ICMR Hqrs. by 28th September, 2012 so that it can be communicated to CPGRAMS.

Yours faithfully,

(Joginder Pal)

Assistant Director-General (Admn.)