

फोन/टेलीफोन/PARN : 26588980, 26588707, 26589336, 26589745
26589873, 26589414
फैक्स/FAX : 011-26588662, 011-26589791, 011-26589258

ग्राहक / GRAM : SCIENTIFIC
वेबसाइट : www.icmr.nic.in
ईमेल : icmr@icmr.nic.in



भारतीय आयुर्विज्ञान अनुसंधान परिषद
INDIAN COUNCIL OF MEDICAL RESEARCH

स्वास्थ्य अनुसंधान विभाग (स्वास्थ्य एवं परिवार कल्याण मंत्रालय)
वी रामलिंगस्वामी भवन, अन्सारी नगर, नई दिल्ली - 110029
DEPARTMENT OF HEALTH RESEARCH (MINISTRY OF HEALTH & FAMILY WELFARE)
V. RAMALINGASWAMI BHAWAN, ANSARI NAGAR, NEW DELHI 110029

क्रमांक.E16/48/2022-प्रशासन/E.Office No.139791

दिनांक:22/10/2024

सेवा में,

निदेशक/प्रभारी निदेशक
परिषद के सभी संस्थान/केन्द्र

महोदय/महोदया,

विभिन्न मंत्रालयों/विभागों से प्राप्त निम्नलिखित अर्द्ध सरकारी पत्र/कार्यालय ज्ञापन, सूचना एवं आवश्यक कार्यवाही के लिए संलग्न है।

Sl.No	Reference No. & Date	Name of Ministry	Subject
1.	No. A-12023/02/2024-Estt.I Dated: 07.08.2024	Ministry of Health & Family Welfare, Department of Health & Family Welfare, New Delhi	Appointment of Ms. Anjana, Sr. Translator Officer (STO)
2.	D.O. No.CRE-22/2/2024-Palna Dated: 04.09.2024	Ministry of Women & Child Development, Shastri Bhawan, New Delhi	Mission Shakti, an umbrella scheme for Safety, Security and Empowerment of Women.
3.	No.Nil Dated:24.09.2024	Ministry of Health & Family Welfare, Department of Health & Family Welfare, New Delhi	Appointment of Shri Rajesh Kumar Katiyar, Under Secretary as Additional Private Secretary to the Hon'ble Minister of State for Health & Family Welfare and Chemicals & Fertilizers (Smt. Anupriya Patel)
4.	O.M. No.14/12/2023-P&PW(CPEN)-9012 Dated:16.10.2024	कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय, पेंशन एवं पेंशनभोगी कल्याण विभाग, खान मार्केट, नई दिल्ली	सीपेनग्राम्स (CPENGRAMS) पोर्टल पर केंद्र सरकार के पेंशनभोगियों की शिकायतों का संवेदनशील, सुलभ और सार्थक निवारण करने हेतु व्यापक दिशानिर्देश-संबंधी।

भवदीय,

Signed by

Jagdish Rajesh

Date: 22-10-2024 17:35:39

जगदीश राजेश

सहायक महानिदेशक (प्रशासन)

अनुलग्नक:यथोक्त

प्रतिलिपि:

1. महानिदेशक/अपर महानिदेशक/वरि.उपमहानिदेशक (प्रशा.)/वरि.वित्त सलाहकार के निजी सचिव
2. परिषद के सभी प्रभाग प्रमुख
3. उपमहानिदेशक (प्रशा.)/सहा. महानिदेशक (प्रशा.)/ सहायक महानिदेशक (वित्त)
4. प्रमुख वीएमआई - आईसीएमआर की वेबसाइट पर अपलोड करने के अनुरोध के साथ।

No. A-12023/02/2024-Estt.I
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare

887148
DG. ICMR OFFICE
Diary No. 887148
Date 26/8/24

Nirman Bhavan, New Delhi
Dated:07-08-2024

OFFICE ORDER

The competent authority is pleased to appoint Ms. Anjana, Sr. Translator Officer (STO), as Second Personal Assistant in the personal establishment of the Hon'ble Minister of State for Health and Family Welfare (Smt. Anupriya Patel) in Level-7 (Rs. 44900 - 142400/-) of pay matrix w.e.f .05.07.2024(FN).

2. The appointment will be on deputation on co-terminus basis or till the Minister requires her services or until further orders, whichever event takes place earlier.

3. On her appointment as Second PA to Hon'ble Minister of State for Health and Family Welfare (Smt. Anupriya Patel), the pay of Ms. Anjana is fixed at Rs. 74300/- in Level - 7 of pay matrix w.e.f. 05.07.2024 (FN). Next date of Increment will be 01.07.2025, if otherwise admissible.

Signed by

Amit Kumar Sharma

Date: 07-08-2024 19:06:25

(Amit Kumar Sharma)

Under Secretary to the Government of India

Telefax: 23061323

To

1. Officer concerned.
2. PS to HFM/ O/o MoS (AP)/ O/o MoS(PJ)
3. PSO to Secretary(H&FW) / Secretary (Health Research & DG, ICMR)
4. PSO to DGHS
5. Sr. PPPs/PPSs to All Additional Secretaries.
6. PPSs/PSs to All Joint Secretaries/EAs/CCA/Chief Director(Stat)/Deputy Commissioners.
7. PAO(Secretariat), Ministry of Health and Family Welfare
8. Cash - I, MoHFW.
9. Department of Commerce (Kind attn.- Shri Arbind Kumar Choudhary, Under Secretary), Vanija Bhawan, New Delhi-110001- It is requested to forward the Service Book of the officer.
10. Under Secretary(Services), Department of Official Language, NDCC-II Bhawan, 'B' Wing 4th Floor, Jai Singh Road New Delhi-110001
11. E.II / E.III / E.IV / General I & II / Vigilance Section / Reception Officer (Gate

Sr. AD (Estt.)

Asst (Adm.)
30/8/24

312
30/8/24

DA Office

Sumit
Admin-I

(500-829)



अनिल मलिक, आई.ए.एस.

सचिव

Anil Malik, I.A.S.

Secretary

Tel. : 011-23383586, 23386731

Fax : 011-23381495

E-mail: secy.wcd@nic.in



सत्यमेव जयते

भारत सरकार
महिला एवं बाल विकास मंत्रालय
शास्त्री भवन, नई दिल्ली-110 001

Government of India

Ministry of Women & Child Development

4th September, 2024

DO No. CRE-22/2/2024-Palna अमृत महोत्सव

Dear Secretary,

DG. ICMR OFFICE

Diary No. 906499

Date: 24/09/24

The Ministry of Women & Child Development is implementing the *Mission Shakti*, an umbrella scheme for Safety, Security and Empowerment of Women. It seeks to realise Government's commitment for 'women-led development' by addressing issues affecting women on a life-cycle continuum basis and by making them equal partners in nation-building through convergence and citizen-ownership. One of the schemes under Mission Shakti is *Palna*, which aims to address the urgent need for quality crèche care facilities.

2. I would request you to kindly nominate a Nodal Officer, not below the rank of Deputy Secretary, for ensuring compliance of Section 11A of The Maternity Benefit Act by all the relevant stakeholders. Details of the Nodal Officer (including name, designation, email, telephone, office address) may please be provided to this Ministry at email id: shankar.pc@nic.in and mwcd.palna@gmail.com latest by 15th September, 2024.

3. I would further request to provide a list of operational Creche facilities (if any) in the establishments under the administrative control of your Ministry/ Department (including Head Quarters, Zonal/ Regional Offices, Subordinate Offices, Autonomous Bodies, PSUs, CPSEs and other similar organizations). In case, creche facilities are not available/ operational in the aforementioned establishments, a likely date for operationalisation of Creche facilities in these establishments may also be provided. This information may please be provided to this Ministry at email id: shankar.pc@nic.in and mwcd.palna@gmail.com latest by 15th September, 2024.

With regards,

ADG(A)

JS(AN)/JS(RK)

S.D.S. (A)

RB

Yours sincerely,

(Anil Malik)

All Secretaries of Ministries/Departments, Government of India.

S.No. 175A
1/10/2024

367
3/10/24

1) No 2303- 26/9/24

Est-3881260/24

TO BE PUBLISHED IN PART-I SECTION 2 OF THE GAZETTE OF INDIA

Government of India

Ministry of Health & Family Welfare

Department of Health & Family Welfare

Nirman Bhavan, New Delhi

Dated: 24-09-2024

NOTIFICATION

The President is pleased to appoint Shri Rajesh Kumar Katiyar, Under Secretary [CSS: CSL No. 9695] as Additional Private Secretary to the Hon'ble Minister of State for Health & Family Welfare and Chemicals & Fertilizers (Smt. Anupriya Patel) in Level-11 (Rs. 67700 - 208700/-) of pay matrix with effect from 17.09.2024 (AN).

2. Appointment of Shri Rajesh Kumar Katiyar will be on deputation on co-terminus basis with the Minister or till the Minister requires his services or until further order, whichever event occurs the earliest.

Signed by

Amit Kumar Sharma

JS(AN) / JS(RK) / Secy. DDC(A) Date: 24-09-2024 17:19:54

(Amit Kumar Sharma)

Under Secretary to the Government of India

Telefax: 23061323

RB

No. A-12023/02/2024-Estt.I

To
The Manager
Government of India Press (with Hindi version)
Minto Road, New Delhi.

Copy to:

1. Officer concerned.
2. PS to Hon'ble HFM/ PS to Hon'ble MoS (AP)/ O/o Hon'ble MoS(PJ)
3. PSO to Secretary(H&FW) / Secretary (Health Research & DG, ICMR)/PPS to OSD(HFW)
4. PSO to DGHS
5. Sr. PPPs/PPSs to All Additional Secretaries.
6. PPSs/PSs to All Joint Secretaries/EAs/CCA/Chief Director(Stat)/Deputy Commissioners.
7. PAO(Secretariat), Ministry of Health and Family Welfare
8. Cash - I, MoHFW.
9. Director(Admin), Ministry of Power, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001- It is requested to forward the Service Book & LPC of the officer.
10. Department of Personnel & Training (Kind Attention: Shri Sunil Kumar, Under Secretary), Lok Nayak Bhawan, New Delhi - 110 003

15/00-424

11. E.II / E.III / E.IV / General I & II / Vigilance Section / Reception Officer (Gate No.5) / Coord / RTI / Parliament / IWSU / CGHS Sections.
12. Hindi Section - for Hindi version.
13. NIC Cell/ E-Health Section.
14. Personal file/Notification folder.

ONE 2504 26/9/24
E/S-3881266/24

TO BE PUBLISHED IN PART-I SECTION 2 OF THE GAZETTE OF INDIA
Government of India
Ministry of Health & Family Welfare
Department of Health & Family Welfare

Nirman Bhavan, New Delhi
Dated:24-09-2024

NOTIFICATION

The President is pleased to appoint Shri Arjun Choudhary, Under Secretary in Lok Sabha Secretariat as Additional Private Secretary to the Hon'ble Minister of State for Health and Family Welfare (Shri Prataprao Jadhav) in Level-11 (Rs. 67700 - 208700/-) of pay matrix with effect from 19.09.2024 (FN).

2. Appointment of Shri Arjun Choudhary will be on deputation on co-terminus basis with the Minister or till the Minister requires his services or until further order, whichever event occurs the earliest.

Signed by

Amit Kumar Sharma

Date: 24-09-2024 17:30:00

JS(AN)/JS(RK)/
V. DGS(Admin) (Amit Kumar Sharma)

Under Secretary to the Government of India

Telefax: 23061323

RB.

No. A-12023/01/2024-Estt.I-Part(1)

To
The Manager
Government of India Press (with Hindi version)
Minto Road, New Delhi.

ADG(A)
20/9/24

Copy to:

my/som/sem
3/2

1. Officer Concerned.
2. PS to Hon'ble HFM/ PS to Hon'ble MoS (AP)/ O/o Hon'ble MoS(PJ)
3. PSO to Secretary(H&FW) / Secretary (Health Research & DG, ICMR)/ PPS to OSD(HFW)
4. PSO to DGHS
5. Sr. PPPs/PPSs to All Additional Secretaries.
6. PPSs/PSs to All Joint Secretaries/EAs/CCA/Chief Director(Stat)/Deputy Commissioners.
7. PAO(Secretariat), Ministry of Health and Family Welfare
8. Cash - I, MoHFW.
9. Secretary General, {Kind Attention: Shri Neeraj Semwal, Joint Secretary(Administration)} Lok Sabha Secretariat, Room No.LS-25, Parliament House, New Delhi- 110 001.- It is requested to forward the Service Book & LPC of the officer.

Fwd: [Secy-goi] Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government pensioners' grievances on CPENGRAMS Portal - reg

From : R Lakshminarayanan
<lakshminarayanan.r@icmr.gov.in>

Fri, Oct 18, 2024 12:39 PM

2 attachments

Subject : Fwd: [Secy-goi] Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government pensioners' grievances on CPENGRAMS Portal - reg

To : admn2355@gmail.com

Cc : Administration ICMR <admn-hq@icmr.gov.in>, SAFAL CHETRI CHETRI <chetri.s@icmr.gov.in>, Jagdish Rajesh <rajeshj.hq@icmr.gov.in>

Please circulate.

Thanks

Dr. R. Lakshminarayanan
Deputy Director General (A) &
Vigilance Officer, ICMR HQ, New Delhi.

===== Forwarded message =====

From: DG ICMR <secy-dg@icmr.gov.in>
To: "Anu Nagar" <anu.nagar1@gov.in>, "RICHA KHODA" <richa.khoda@gov.in>, "Manisha Saxena" <srddga.hq@icmr.gov.in>
Cc: "Jagdish Rajesh" <rajeshj.hq@icmr.gov.in>, "R Lakshminarayanan" <lakshminarayanan.r@icmr.gov.in>, "Office DHR" <secy-dhr@gov.in>
Date: Fri, 18 Oct 2024 11:38:36 +0530
Subject: [Secy-goi] Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government pensioners' grievances on CPENGRAMS Portal - reg
===== Forwarded message =====

===== Forwarded message =====

From: Shri V. Srinivas <secy-arp@nic.in>
To: "secretaries GOI" <secy-goi@ismgr.nic.in>, "Anil Bansal" <anil.bansal@nic.in>
Date: Fri, 18 Oct 2024 11:29:41 +0530
Subject: [Secy-goi] Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government pensioners' grievances on CPENGRAMS Portal - reg
===== Forwarded message =====

Respected Madam/Sir,

Please find attached Office Order dated 16.10.2024 of Department of Pension & Pensioners' Welfare regarding Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government pensioners' grievances on CPENGRAMS Portal.

सादर / With regards,

सचिव कार्यालय (डीएआरपीजी एवं डीपीपीडब्ल्यू)

O/o Secretary (DARPG & DPPW)

प्रशासनिक सुधार एवं लोक शिकायत विभाग तथा

Department of Administrative Reforms & Public Grievances and

पेंशन एवं पेंशनभोगी कल्याण विभाग,

Department of Pension & Pensioners' Welfare

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,

Ministry of Personnel, Public Grievances & Pensions

कक्ष संख्या 512, पांचवीं मंजिल, सरदार पटेल भवन, संसद मार्ग, नई दिल्ली-110001

Room No.512, 5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110 001

दूरभाष : 011-23742133, ईमेल : secy-arp@nic.in

Tel : 011-23742133, Email: secy-arp@nic.in



Secy-goi mailing list -- secy-goi@ismgr.nic.in

To unsubscribe send an email to secy-goi-leave@ismgr.nic.in

कार्यालय जापन

विषय:- सीपेनग्राम्स(CPENGRAMS) पोर्टल पर केंद्र सरकार के पेंशनभोगियों की शिकायतों का संवेदनशील, सुलभ और सार्थक निवारण करने हेतु व्यापक दिशानिर्देश - संबंधी।

अधोहस्ताक्षरी को पेंशनर्स शिकायत निवारण तंत्र को सुदृढ़ बनाने के संबंध में, पेंशन एवं पेंशनभोगी कल्याण विभाग के दिनांक 06.08.2021 और 23.08.2023 के कार्यालय जापनों का संदर्भ देने और यह सूचित करने का निदेश हुआ है कि कैबिनेट सचिव के दिनांक 01.07.2024 के अर्धशासकीय पत्र संख्या 1/28/2/2024-कैब, द्वारा, 29 जून, 2024 को भारत सरकार के सचिवों के साथ वार्ता के दौरान माननीय प्रधानमंत्री द्वारा शिकायत निवारण प्रणाली को और अधिक संवेदनशील, सुलभ और सार्थक बनाने हेतु दिए गए निर्देशों को संसूचित किया गया, के अनुपालन में, इस विभाग ने केंद्रीकृत पेंशन शिकायत निवारण और निगरानी प्रणाली(CPENGRAMS) की प्रक्रिया की समीक्षा की है।

2. तदनुसार, निम्नलिखित मुद्दों पर दिशानिर्देशों को, निम्नानुसार संशोधित किया गया है:-

क. शिकायत निवारण अधिकारियों(जीआरओ) की भूमिका और उत्तरदायित्व:-

- (i) शिकायत का निवारण '*whole of the Government approach*' के अंतर्गत किया जाए। यदि शिकायत उस जीआरओ से संबंधित नहीं है, जिसके पास इसे भेजा गया है, तो वह इसे तत्काल संबंधित जीआरओ को अग्रेषित करेगा, यदि उसे सही मैपिंग पता है। अन्यथा, वह इसे अपने मंत्रालय/विभाग के नोडल लोक शिकायत अधिकारी को वापस कर देगा और नोडल अधिकारी शिकायत को संबंधित जीआरओ या डीओपीडीब्ल्यू को अग्रेषित करेगा(यदि शिकायत उस मंत्रालय/विभाग से संबंधित नहीं है)। किसी भी मामले में, शिकायत को यह कहकर सरसरी तौर पर बंद नहीं किया जाए कि 'यह इस कार्यालय से संबंधित नहीं है'।
- (ii) जब तक आवेदक को अंतिम परिणाम प्राप्त न हो जाए, तब तक कोई शिकायत बंद नहीं की जाए। चूंकि अधिकांश पेंशन शिकायतें आर्थिक प्रकृति की होती हैं, अतः शिकायत को बंद करते समय, दर्ज की गई अनुवर्ती कार्रवाई रिपोर्ट (एटीआर) में, पोर्टल पर यूनिक ट्रांजेक्शन नंबर (यूटीआर) या संदर्भ संख्या भरी जाए। जो शिकायतें आर्थिक प्रकृति की नहीं हैं, उनके लिए पीपीओ/पत्र/ई-मेल सहित सुसंगत आदेश या दस्तावेज अपलोड किए जाएं।

ख. नोडल लोक शिकायत अधिकारियों की भूमिका और उत्तरदायित्व:-

- (i) प्रत्येक नोडल पीजी अधिकारी पोर्टल पर पेंशन संबंधी लंबित शिकायतों की मासिक समीक्षा करेगा ताकि शिकायतों का निर्धारित समय-सीमा के भीतर गुणवत्तापूर्ण निवारण सुनिश्चित किया जा सके जैसाकि का.जा. के पैरा 2ग(ii) में उल्लिखित है। नोडल पीजी अधिकारी CPGRAMS पोर्टल (<https://pgportal.gov.in/ccfeedback/>) पर जाकर आवेदकों द्वारा दी गई खराब/औसत प्रतिक्रिया देख सकता है और अपेक्षित सुधारक उपाय कर सकता है।
- (ii) नोडल पीजी अधिकारी शिकायतों की प्रवृत्ति का विश्लेषण करेगा और मूल कारणों की जांच करेगा। तदनुसार, शिकायतों को कम करने के लिए लोगों, नीति और प्रक्रियाओं से संबंधित उपचारी उपाय किए जा सकते हैं।

ग. शिकायतों के निवारण के लिए समय-सीमा:-

- (i) पिछले कुछ समय में, शिकायत निवारण प्रक्रिया में किए गए सुधारों, जैसे डीओपीपीडब्ल्यू द्वारा सतत निगरानी, शिकायतों को संबंधित जीआरओ को ऑनलाइन भेजना, पेंशन शिकायत निवारण प्रक्रिया में तैनात जनशक्ति का क्षमता निर्माण किया जाना आदि के कारण पेंशन संबंधी शिकायतों के निवारण का औसत समय काफी कम हो गया है।
- (ii) अतः सभी मंत्रालय/विभाग, तकनीक का प्रयोग करके और सभी जीआरओ का कौशल विकसित करके, 21 दिनों के भीतर पेंशनभोगियों की शिकायतों का निवारण करने का प्रयास करें। ऐसे मामले जिनमें शिकायत के निवारण में अधिक समय लगता है, वहां पोर्टल पर उसका कारण उपदर्शित करते हुए और शिकायत के निवारण की अपेक्षित समय-सीमा के साथ, एक अंतरिम उत्तर प्रस्तुत किया जाए।

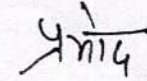
घ. अपील तंत्र:-

- (i) शिकायत के बंद होने पर, आवेदक को शिकायत के बंद होने के 30 दिनों के भीतर अपनी शिकायत के निवारण के विरुद्ध अपील करने का विकल्प प्रदान किया जाए।
- (ii) अपील प्राधिकारी, अपील की अभिप्राप्ति के 30 दिनों के भीतर अपील का निपटारा करेगा। सुसंगत दस्तावेज, यदि कोई हो, को संलग्न करते हुए, सकारण आदेश पारित किया जाए।

ड. फ़िज़िकल शिकायतों का निपटारा :-

मंत्रालय/विभाग के साथ फ़िज़िकल रूप से दर्ज की गई शिकायत आवेदनों को, इन शिकायतों की उचित निगरानी सुनिश्चित करने के लिए CPENGRAMS पोर्टल पर अपलोड किया जाए। पोर्टल पर शिकायत दर्ज करने के लिए, CPENGRAMS पोर्टल (pgportal.gov.in/pension/Help.aspx) के होम पेज पर 'Help' शीर्ष के अंतर्गत दी गई विस्तृत प्रक्रिया का संदर्भ लिया जा सकता है।

3. इसे सक्षम प्राधिकारी के अनुमोदन से जारी किया जाता है।



(डॉ. प्रमोद कुमार)

निदेशक

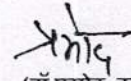
दूरभाष सं. : 011 24654734

सेवा में,

1. भारत सरकार के सभी सचिव।
2. सभी मंत्रालयों/विभागों के नोडल अपील प्राधिकारी।
3. सभी मंत्रालयों/विभागों के नोडल लोक शिकायत अधिकारी।
4. एनआईसी को इस अनुरोध के साथ कि वे इसे पेंशन एवं पेंशनभोगी कल्याण विभाग की वेबसाइट पर अपलोड कर दें।

प्रतिलिपि सूचनार्थ :

1. प्रधानमंत्री कार्यालय (ध्यानाकर्षण : श्री अमित खरे, प्रधानमंत्री के सलाहकार)
2. मंत्रिमंडल सचिव
3. सचिव, राष्ट्रपति सचिवालय
4. महासचिव, राज्यसभा सचिवालय
5. महासचिव, लोकसभा सचिवालय
6. सचिव(समन्वय और लोक शिकायत), मंत्रिमंडल सचिवालय



(डॉ. प्रमोद कुमार)

निदेशक

दूरभाष सं. : 011 24654734

F-No-14/12/2023-P&PW (CPEN)-9012
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension and Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan, Khan Market,
New Delhi, Dated the 16th October, 2024

कार्यालय ज्ञापन

विषय: Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government Pensioners' grievances on CPENGRAMS Portal - reg.

The undersigned is directed to refer to the Department of Pension and Pensioners' Welfare's OMs dated 06.08.2021 and 23.08.2023 regarding the strengthening of the Pensioners' grievance redressal mechanism and to say that in compliance of Cabinet Secretary's DO No. 1/28/2/2024- Cab. dated 01.07.2024, conveying the directions of Hon'ble Prime Minister during his interaction with the Secretaries to the Government of India on 29th June, 2024 to make grievance redressal system more sensitive, accessible and meaningful, this Department has reviewed the process of the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS).

2. Accordingly, the guidelines have been revised on following issues, as under:

A. Role and Responsibilities of Grievance Redressal Officers (GROs):

- (i) Grievance shall be redressed under '*whole of the Government approach*'. If the grievance does not pertain to the GRO to whom it has been forwarded, he shall immediately forward the same to the concerned GRO, if he knows the correct mapping. Otherwise, he shall return it back to the Nodal Public Grievance Officer of his Ministry/Department and the Nodal Officer shall forward the grievance to concerned GRO or to the DOPPW (in case, the grievance does not pertain to that Ministry/Department). In no case, grievance shall be closed summarily by stating, '*it does not pertain to this Office*'.
- (ii) No grievance shall be closed without final outcome accruing to the applicant. As most of the pension grievances are monetary in nature, therefore, in the Action Taken Report (ATR) filed at the time of closure of grievance, Unique Transaction Reference (UTR) number or Reference number should be filled in on the portal. For grievances which are not monetary in nature, relevant order(s) or document(s) including PPO/letter/e-mail should be uploaded.

B. Role and Responsibilities of Nodal Public Grievance Officers:

- (i) Every Nodal PG Officer shall undertake a monthly review of Pension related grievances pending on the portal to ensure the qualitative redressal of grievances within the prescribed time limit as mentioned in para 2C(ii) of this OM. The Nodal PG officer may access the poor/average feedback of the applicants by accessing CPGRAMS Portal (<https://pgportal.gov.in/ccfeedback/>) and take necessary corrective measures.
- (ii) The Nodal PG Officer shall analyze the trend of grievances and conduct a root cause analysis. Accordingly, remedial measures related to people, policy and procedures to reduce the incidence of grievances may be taken.

C. Timeline for the redressal of the grievances:

- (i) Over the period, the average redressal time of the pension related grievances has reduced substantially due to the reforms brought in the grievance redressal process including constant monitoring by DOPPW, on-line movement of the grievances to the concerned GROs and the capacity building of manpower deployed in pension grievance redressal process.
- (ii) Therefore, Ministries/ Departments should strive to redress the pensioners' grievances within 21 days with the employment of technological intervention and development of skill sets of the GROs. In the cases, where redressal of the grievance requires longer time, an interim reply may be furnished on the portal along with the reason for the same and the expected timeline for redressal of the grievance.

D. Appellate Mechanism:

- (i) Upon the closure of the grievance, applicant is provided with the option to prefer an appeal against the redressal of his grievance within 30 days of closure of the grievance.
- (ii) The Appellate Authority shall dispose of the appeal within 30 days of receipts of the appeal. A speaking order shall be passed, attaching relevant documents, if any.

E. Dealing with physical grievances :

The grievance applications filed in physical form with the Ministry/Department shall be uploaded on the CPENGRAMS portal to ensure proper monitoring of these grievances. For filing of grievances on the portal, the process as elaborated under the heading- 'Help' on the Home page of CPENGRAMS Portal (<https://pgportal.gov.in/pension/help.aspx>) may be referred.

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

प्रमोद

(Dr. Pramod Kumar)
Director
Tel: 011 24654734

To

- 1) All Secretaries to the Government of India,
- 2) Nodal Appellate authorities of all Ministries/Departments,
- 3) Nodal Public Grievance officers of all Ministries/Departments,
- 4) NIC, DOPPW for uploading on Department's website.

Copy for information to: -

- 1) Prime Minister's Office (Kind Attention: Shri Amit Khare, Advisor to Hon'ble Prime Minister),
- 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

प्रमोद

(Dr. Pramod Kumar)
Director