



भारतीय आयुर्विज्ञान अनुसंधान परिषद
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.16/22/2021-Admn.II./E-file No. 123426

Dated: 07.10.2026

OFFICE-MEMORANDUM

Subject: Pending Public Grievances and Appeals in ICMR on CPGRAMS Portal – reg.

A meeting was held at DHR on 10th September 2026 to review the ranking of DHR and the status of pending Public Grievances and Appeals pertaining to ICMR on the CPGRAMS Portal.

2. During the meeting, the following decisions were taken:

- i. **Timely disposal of Public Grievances and Appeals:** All Public Grievances and Appeals shall be disposed of within the prescribed timeline.
- ii. **Disposal of pending Public Grievances:** It was noted that 08 Public Grievances and 01 Appeal pertaining to ICMR are pending beyond the stipulated timeline. ICMR was directed to dispose of these pending grievances/appeal on priority and at the earliest.
- iii. **Disposal of grievances within the same month:** Efforts shall be made to ensure that grievances received during a month are disposed of within the same month, wherever feasible.
- iv. **Improvement in disposal rate:** The disposal rate of Public Grievances and Appeals shall be improved through timely examination and expeditious disposal of cases.
- v. **Grievances redressed within timeline with Action Taken Reports:** All grievances shall be redressed within the prescribed timeline and appropriate Action Taken Reports (ATRs) shall be uploaded on the CPGRAMS Portal.
- vi. **Active monitoring by Grievance Redressal Officers (GROs):** All GROs shall regularly log in to the CPGRAMS Portal and monitor the grievances assigned to them to ensure timely action and disposal.
- vii. **Resolution with “Satisfied” remarks:** All efforts shall be made to ensure effective and satisfactory redressal of grievances so that the complainant records “Satisfied” remarks, wherever appropriate.
- viii. **Urgent and Corruption category:** Grievances categorized as “Urgent & Corruption” shall be accorded top priority and disposed of at the earliest.

3. In view of the above, the Competent Authority has decided that all Public Grievances and Appeals shall be disposed of within **15 days in respect of Public Grievances** and **within 20 days in respect of Appeals**, preferably at the earliest.

4. In case of any pendency of Public Grievances and Appeals pertaining to ICMR on the CPGRAMS Portal, the concerned **Grievance Redressal Officer (GRO)/Sr. AO/Sr. ACO/ AO/ACO/Division Head/Head of the Institute**, as applicable, shall be held responsible and accountable for ensuring timely disposal of the grievance/appeal.

5. All concerned are, therefore, requested to ensure strict compliance with the above directions and to accord **top priority** to the timely disposal of Public Grievances and Appeals on the CPGRAMS Portal.

This issues with the approval of the Competent Authority.

Digitally signed by
Jaibir Singh
Date: 07-10-2026
11:18:21

(Jaibir Singh)
Assistant Director General (Admn)

To,

1. All Concerned Members
2. All Director/Director-in-Charge of ICMR Institutes & Hqrs.

Copy to:-

1. PS to DG/Addl. DGs/Sr. DDG(A)/Sr. FA, ICMR Hqrs., New Delhi.
2. PS to Secretary, DHR / Joint Secretary / Deputy Secretary / Under Secretary.
3. All Heads of Divisions, ICMR Hqrs.
4. DDG(A)/ADGs/ AO (Admn.), ICMR Hqrs., New Delhi.
5. AD (OL), ICMR Hqrs, for providing Hindi version of this order.
6. Dr. M.S. Chalga, Scientist -E with request to upload the same on the ICMR website