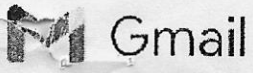


4737

(2)



Coordination Cell <coordinationcellaiims2013@gmail.com>

Fwd: Streamlining the handling of references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials reg.

1 message

R. Gopinath <dy.secretary@aiims.gov.in>

Tue, Nov 12, 2024 at 5:17 PM

To: coordinationcell <coordinationcell@aiims.edu>, coordinationcellaiims2013 <coordinationcellaiims2013@gmail.com>

From: "Srinivas.M" <director@aiims.gov.in>

To: "Dr. Pooja Gupta" <piccf@aiims.gov.in>, "CONTENTPROVIDER" <webmaster@aiims.gov.in>, contentprovider@aiims.edu, "Amit Bhati" <amitbhati@aiims.gov.in>, aiimshindisection@aiims.edu, coordinationcell@aiims.edu

Cc: dda@aiims.edu, "KARAN SINGH" <adadmin@aiims.gov.in>, "R. Gopinath" <dy.secretary@aiims.gov.in>

Sent: Tuesday, November 12, 2024 4:23:42 PM

Subject: Streamlining the handling of references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials reg.

Respected Madam

Kindly circulate the attached Office Memorandum on the subject above to all the Faculty/Officers/Staff and kindly upload it to the AIIMS website.

Hindi Section: Request to kindly translate in Hindi.

With regards

Sincerely

Amarjeet Singh
Office of the Director

Dr. M. Srinivas
Director
AIIMS, New Delhi

2024-11-12 = Streamlining the handling of references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials reg.pdf
1783K

Mr Indira

Mr Hanam

Mr Anita

Ms Upma

Ms Jyoti

sq
13/11/2024

F.No. 40-30/2024-Estt.I

12.11.2024

OFFICE MEMORANDUM

Sub: Streamlining the handling of references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials reg.

The office of the undersigned often receives important references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials via post, email, etc. It is essential to immediately acknowledge the receipt of such communication and take necessary action as required.

It has been noted that sometimes, the response to such correspondence is delayed or is not appropriately monitored for prompt action. Further, as prescribed at paragraph nos. 63, 66 and 127 of the Central Secretariat Manual of Office Procedure (copy attached), letters from Members of Parliament are to be acknowledged within 15 days followed by the reply within next 15 days of the acknowledgement. In case any delay is anticipated, an interim reply must be sent to the Member of Parliament.

Accordingly, to streamline the handling of references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials, the following workflow has been finalized:

- All references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials shall be put up for preliminary review by the undersigned within 6 working hours of the receipt of the same. If the undersigned is on leave or busy with any official assignments,



4
the said communication (unless marked as confidential) shall be put up for review to the Actg. Director / Addl. Director (Admin).

Action: PPS / PA to Director

- The said communication once reviewed, shall be forwarded to Coordination Cell for immediate acknowledgement of the receipt of the same to the sender. Coordination Cell shall also officially forward the communication to concerned officials in AIIMS New Delhi for necessary action and response on the same at their end.


Action: Administrative Officer (Coordination)

- The coordination cell shall, on a weekly basis follow up with the concerned officials regarding the action taken on the respective correspondence / reference and submit a status report on the same to the office of the undersigned.

Action: Administrative Officer (Coordination)

- On a monthly basis, a review meeting shall be held under the Chairmanship of the undersigned to review the pendency report of all such correspondences. All concerned officials at whose end the response is pending shall be invited to the said meeting to ensure prompt resolution of any concerns.

Action: PPS / PA to Director

 12/11/2024

Prof. M Srinivas

Director

5

Distribution (with a request to also circulate it to all officials under their control)

1. Dean/s (Academic, Research, Examination)
2. Addl. Director (Admin)
3. Medical Superintendent (AIIMS)
4. Chiefs' of all Centres / Head, NCI Jhajjar
5. Heads' of all Departments
6. Sr. Financial Advisor
7. Prof. I/c Computer Facility

6

25

F.No.H-16011/10/2016-PG

Government of India

Department of Administrative Reforms and Public Grievances

PG Division

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 4th July, 2016

OFFICE MEMORANDUM

Sub: Issues raised during the zero hour of Budget Session 2016.

The undersigned is directed to refer to the above and to state that during the zero hour on 29.4.2016, Dr. Udit Raj and some other Hon'ble MPs complained that letters written by MPs which are in the nature of public grievances are not being responded to or there is no proper response. The Hon'ble MPs desired that a mechanism or a system which can be based on internet may be developed so that the Minister in-charge is able to track action on references from MPs.

2. This Department has been from time to time emphasizing the provisions of Central Secretariat Manual of Office Procedure (CSMoP) for handling letters received from Parliament. A copy of the last such D.O. letter dated 10.11.2014 is enclosed for reference.

3. It is further informed that the Department has also made provisions on the online Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for uploading and diarising of VIP References and reports regarding VIP References can also be generated for the purpose of monitoring.

4. It is requested that the provisions of CSMoP regarding action on VIP References may be strictly complied with. It is also requested that the facility provided on the CPGRAMS for tagging VIP references and for monitoring the pendency may be utilized for ensuring that such references are dealt with as per the provisions of CSMoP.

Encl. : As above.

Smita Kumar
(Smita Kumar)

Joint Secretary to the Govt. of India
Tel. No. 23360331.

To

[Signature]

The Secretary of all Ministries/Departments.

So. Tech. Diry NK may kindly upload the guidelines on pgr.mbl.gov.in

[Signature]

14/2/16

6-

(7)

लोक रवत
DK RAWAT, I.A.S.
सचिव
SECRETARY



सत्यमेव जयते

भारत सरकार
कार्मिक लोक शिकायत तथा पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग
सरदार पटेल भवन, संसद मार्ग
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS, PG & PENSIONS
SARDAR PATEL BHAVAN, SANASD MARG
NEW DELHI-110001

D.O. No.F.48013/3/2014-O&M

Dated 10th November, 2014

(35)

Dear Secretary,

The Winter Session of the Parliament is going to commence from 24th November, 2014. In the recent past it has been noticed that in almost all the sessions of the Parliament, issues are being raised that Hon'ble MPs have not been getting timely acknowledgement and final replies to their letters from the Ministries/Departments. The Hon'ble Minister of State for Personnel, Public Grievances & Pensions and PMO has expressed concern.

2. The paragraph Nos. 63, 66 and 127 of the Central Secretariat Manual of Office Procedure (CSMOP) lay down the detailed procedures for handling the letters received from Members of Parliament. Letters from Members of Parliament are to be acknowledged within 15 days followed by the reply within next 15 days of the acknowledgement. In case any delay is anticipated, an interim reply has to be sent to the Member of Parliament.

3. May I request you to sensitise all officials working in your Ministry/ Department to ensure that the time limits prescribed in CSMOP for sending acknowledgement and final replies to the Members of Parliament are strictly adhered to.

4. In this regard, my predecessor Shri Ravi N. Shanker has already written to you vide D.O. letter of even No. dated 26.08.2014.

5. A response indicating the steps taken by your Ministry/Department will be highly appreciated.

With good wishes,

Yours sincerely,

(Alok Rawat)

The Secretaries of all Ministries/Departments of the Government of India

Copy for information to:

1. Principal Secretary to the PM, South Block, New Delhi
2. Cabinet Secretary, Rashtrapati Bhavan, New Delhi.



Please visit our websites <http://darpg@gov.in>: <http://persmin@gov.in/pension.asp>

-7-

अखिल भारतीय आयुर्विज्ञान संस्थान, नई दिल्ली
निदेशक कार्यालय

फा.सं.40-30/2024-स्था.।

दिनांक:12.11.2024

कार्यालय ज्ञापन

विषय: सांविधानिक प्राधिकारियों, जन प्रतिनिधियों एवं अन्य वरिष्ठ अधिकारियों द्वारा संदर्भों तथा पत्राचार के संचालन को सुव्यवस्थित करने संबंधी।

अधोहस्ताक्षरी के कार्यालय को प्रायः सांविधानिक प्राधिकारियों, जन प्रतिनिधियों एवं अन्य वरिष्ठ अधिकारियों से डाक, ई-मेल आदि के माध्यम से महत्वपूर्ण संदर्भ तथा पत्राचार प्राप्त होते हैं। ऐसे पत्र व्यवहार की प्राप्ति की तुरंत पावती देना एवं अपेक्षित आवश्यक कार्रवाई करना अनिवार्य है।

यह देखा गया है कि कभी-कभी ऐसे पत्राचार का जवाब देरी से दिया जाता है या उनकी त्वरित कार्रवाई हेतु उचित रूप से निगरानी नहीं की जाती है। इसके अलावा, जैसा कि केंद्रीय सचिवालय कार्यालय पद्धति नियम-पुस्तिका के पैराग्राफ संख्या 63, 66 और 127 (प्रतिनिधि संलग्न) में दिया गया है कि सांसद के पत्रों की पावती 15 दिनों के भीतर देनी होती है तथा उसके बाद पावती के अगले 15 दिनों के भीतर उनका उत्तर दिया जाना चाहिए। यदि किसी प्रकार की देरी होने की संभावना है, तो सांसद को अंतरिम उत्तर अवश्य भेजा जाए।

तदनुसार, सांविधानिक प्राधिकारियों, जन प्रतिनिधियों एवं अन्य वरिष्ठ अधिकारियों द्वारा संदर्भों तथा पत्राचार के संचालन को सुव्यवस्थित करने हेतु, निम्नलिखित कार्य विस्तार (वर्कफ्लो) को अंतिम रूप दिया गया है:

- सांविधानिक प्राधिकारियों, जन प्रतिनिधियों एवं अन्य वरिष्ठ अधिकारियों से सभी संदर्भों तथा पत्राचारों को उनकी प्राप्ति के 06 कार्य-घंटों के भीतर अधोहस्ताक्षरी द्वारा प्रारंभिक समीक्षा के लिए रखा जाएगा। यदि अधोहस्ताक्षरी छुट्टी पर है या अन्य किसी कार्यालय संबंधी कार्य में व्यस्त हैं, तो उक्त संप्रेषण को (जब तक कि गोपनीय न लिखा हो) कार्यकारी निदेशक/अपर निदेशक (प्रशासन) के समक्ष समीक्षा हेतु प्रस्तुत किया जाएगा।

कार्रवाई: निदेशक के प्रधान निजी सचिव / वैयक्तिक सहायक

- एक बार समीक्षा के पश्चात उक्त संप्रेषण को प्रेषक को पत्र की प्राप्ति की तत्काल पावती हेतु समन्वय प्रकोष्ठ को भेज दिया जाएगा। समन्वय प्रकोष्ठ पत्र को आधिकारिक रूप से एम्स नई दिल्ली में संबंधित अधिकारियों को भी आवश्यक कार्रवाई एवं उनकी ओर से जवाब देने हेतु अग्रेषित करेगा।

कार्रवाई: प्रशासनिक अधिकारी (समन्वय प्रकोष्ठ)

- समन्वय प्रकोष्ठ संबंधित पत्राचार/संदर्भ पर की गई कार्रवाई के बारे में संबंधित अधिकारियों के साथ साप्ताहिक आधार पर फोलो-अप करेगा और उस पर एक स्थिति रिपोर्ट अधोहस्ताक्षरी के कार्यालय में प्रस्तुत करेगा।

कार्रवाई: प्रशासनिक अधिकारी (समन्वय प्रकोष्ठ)

- ऐसे सभी पत्राचारों की लंबित रिपोर्ट की समीक्षा हेतु अधोहस्ताक्षरी की अध्यक्षता में मासिक आधार पर एक समीक्षा बैठक आयोजित की जाएगी। सभी संबंधित अधिकारियों को, जिनकी ओर से जवाब लंबित है, किसी भी समस्या के शीघ्र समाधान को सुनिश्चित करने हेतु उक्त बैठक में आमंत्रित किया जाएगा।

कार्रवाई: निदेशक के प्रधान निजी सचिव / वैयक्तिक सहायक

श्रीनिवास

(प्रो. एम श्रीनिवास) 29/11/2024

निदेशक

वितरण: (इसे अपने नियंत्रणाधीन सभी अधिकारियों को परिचालित करने के अनुरोध सहित)

1. संकायाध्यक्षगण (शैक्षिक, अनुसंधान, परीक्षा)
2. अपर निदेशक (प्रशासन)
3. चिकित्सा अधीक्षक, (एम्स)
4. सभी केंद्र-प्रमुखगण/अध्यक्ष, एनसीआई, झज्जर
5. सभी विभागाध्यक्षगण
6. वरिष्ठ वित्त सलाहकार
7. प्रभारी-आचार्य, कम्प्यूटर सुविधा