

अखिल भारतीय आयुर्विज्ञान संस्थान, नई दिल्ली

निदेशक कार्यालय

फा.सं. 40-30/2025-स्था.।

दिनांक: 07.07.2025

कार्यालय ज्ञापन

विषय: उप-सचिव कार्यालय द्वारा मुख्य संदर्भों, पत्राचार एवं संस्थागत समिति की बैठकों के समन्वयन संबंधी।

संदर्भ (संलग्न प्रतिलिपियां):

- एम्स, नई दिल्ली में उप-सचिव के पद हेतु कार्य आबंटन के संबंध में दिनांक 2.7.2025 का का. जा. फा.सं.40-96/2025-स्था.-।।
- संवैधानिक प्राधिकारियों, जन प्रतिनिधियों एवं अन्य वरिष्ठ अधिकारियों से प्राप्त संदर्भों तथा पत्राचार को सुव्यवस्थित करने के संबंध में दिनांक 12.11.2024 की फा.सं. 40-30/2024-स्था.।।
- विभिन्न स्थायी समिति बैठकों हेतु मीटिंग कैलेंडर के संबंध में दिनांक 10.10.2023 की फा.सं. 40-30/2024-स्था.।।

पुनः पुष्टि की जाती है कि, संबंधित स्थापना अनुभागों के प्रशासनिक अधिकारीगण एवं प्रभारीगण, जिन्हें उपर्युक्त कार्यालय ज्ञापन के अनुसार जिम्मेदारी सौंपी गई है, वे मुख्य संदर्भों, पत्राचारों एवं संस्थागत समिति की बैठकों का समय पर समन्वय सुनिश्चित करने हेतु उप-सचिव के साथ मिलकर कार्य करें।

कार्रवाई: मुख्य प्रशासनिक अधिकारी; उप-सचिव

इसके अतिरिक्त, संवैधानिक प्राधिकारीगण, जन प्रतिनिधियों एवं अन्य वरिष्ठ अधिकारियों के महत्वपूर्ण संदर्भों तथा पत्राचार की प्रतिक्रियाओं पर ध्यान रखने हेतु, यह आवश्यक है कि एक टिकटिंग प्रणाली आरंभ की जाए। इस टिकटिंग प्रणाली को इस प्रकार तैयार किया जाए कि प्रणाली में एक ऑटो एस्केलेशन मैट्रिक्स स्पष्ट रूप से परिभाषित हो तथा उक्त प्रणाली में सभी प्रमुख स्थापना अनुभाग वास्तविक समय आधार पर ऑनबोर्ड हों।

कार्रवाई: उप-सचिव

प्रो. एम श्रीनिवास

निदेशक

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

1. संकायाध्यक्ष (शैक्षिक, अनुसंधान, परीक्षा)
2. अपर निदेशक (प्रशा.)
3. चिकित्सा अधीक्षक (एम्स)
4. सभी केंद्र प्रमुख/अध्यक्ष, एनसीआई इज्जर
5. सभी विभागाध्यक्षगण
6. वरिष्ठ वित्त सलाहकार
7. उप-सचिव
8. मुख्य प्रशासनिक अधिकारी
9. प्रभारी-आचार्य (कम्प्यूटर सुविधा) - इसे एम्स की वेबसाइट पर अपलोड करने के अनुरोध सहित।

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2025-Estt.I

07.07.2025

OFFICE MEMORANDUM

Sub: Coordination of key references, correspondences & institutional committee meetings by the office of Deputy Secretary reg.

Reference (copies attached):

- OM No. F. No.40-96/2025-Estt.-1 dt. 2.7.2025 reg. work allocation for the post of Deputy Secretary at AIIMS New Delhi.
- F.No. 40-30/2024-Estt.I dt. 12.11.2024 reg. Streamlining the handling of references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials
- F.No. 40-30/2024-Estt.I dt. 10.10.2023 reg. Meeting calendar for various standing committee meetings reg.

It is reaffirmed that, Administrative Officers & Incharges of concerned establishment sections, assigned the responsibility as per above state OM's, shall closely work with the Deputy Secretary to ensure timely coordination of key references, correspondences & institutional committee meetings.

Action: Chief Administrative Officer; Deputy Secretary

Further, to keep track of the responses to key references & correspondence from Constitutional Authorities, Public Representatives & other Senior Officials, it is desired that a ticketing system be operationalized. This ticketing system shall be configured in such a way, that an auto escalation matrix is clearly defined in the system and all key establishment sections are onboarded on real time basis in the said system.

Action: Deputy Secretary

 7/7/2025

Prof. M Srinivas

Director

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. Deputy Secretary
8. Chief Administrative Officer
9. Prof. I/c Computer Facility (With a request to upload the same on the AIIMS website)

F. No.40-96/2025-Estt.-I
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI – 110029.

Dated: 2.7.2025

Office Order

Subject: Work Allocation for the Post of Deputy Secretary at AIIMS, New Delhi.

Consequent upon the joining of Shri Nishant Kumar to the post of Deputy Secretary at AIIMS, New Delhi, the Competent Authority is pleased to order that he shall look after the work of the following Sections/Cells, which was earlier being handled by the previous Deputy Secretary:-

- Coordination Cell and Parliament Cell / Grievance Cell / GSLI Cell
- SC/ST/OBC/Women Cell
- General Section
- Estate Section
- Transport Department
- Work related to projects of the Engineering Services Department

In addition, the following Sections/Cells are also placed under the charge of the Deputy Secretary:

- Legal Cell
- International Cooperation Cell

All concerned Administrative Officers / officials of the above-mentioned Sections/Cells are requested to submit their files to the Deputy Secretary with immediate effect.

This issues with the approval of the Director, AIIMS, New Delhi.


(Anita Tete)

Sr. Administrative Officer (DO)

Shri Nishant Kumar,
Deputy Secretary, AIIMS, New Delhi.

DISTRIBUTION:-

1. The Dean (Academic), (Examinations) & (Research)
2. All the Chief of the Centres
3. All the Head of the Departments/Sections/Units
4. The Medical Superintendent (Main/Dr. RPC)
5. The Sr. Financial Advisor
6. The Registrar
7. The Professor-In-Charge (Gen. Admn./Rectt/Faculty/Sanitation/Outsource/Stores)
8. The Chief Security Officer
9. The Professor-In-Charge (Computer Facility) with the request to kindly upload it on the Institute website.

Copy for information to: PPS to the Director/Addl. Director (Admn.)

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

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,



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

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

1. Dean/s (Academic, Research, Examination)
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5. Heads' of all Departments
6. Sr. Financial Advisor
7. Prof. I/c Computer Facility

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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)

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

To

The Secretary of all Ministries/Departments.



Ss. Tech. Dny NK may kindly upload the guidelines on pgram.gov.in

P. A. Singh

14/2/16

लोक रवत
JK 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, SANSAD MARG
NEW DELHI-110001

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

Dated 10th November, 2014

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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>

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NEW DELHI
OFFICE OF DIRECTOR

F.No. 40-30/2022-Estt.I

10.10.2023

OFFICE MEMORANDUM

Sub: Meeting calendar for various standing committee meetings reg.

AIIMS New Delhi is guided and governed by the decisions taken in various standing committee meetings. It is noted that the agendas for few standing committee meetings are not being submitted / circulated in a timely manner due to which there is an inordinate delay between two consecutive meetings thereby resulting in cumulative pendency of key decisions.

As a part of good governance initiative and to streamline the frequency of the standing committee meetings to ensure timely decision making, the following is decided:

- Agendas for the **Academic Committee (AC)** shall be invited every three monthly viz. January, April, July & October.

Action: Associate Dean (Academic); Registrar (AIIMS)


- Agendas for the **Standing Finance Committee (SFC)** shall be invited every three monthly viz. February, May, August & November.

Action: Senior Financial Advisor; Deputy Secretary

- Agendas for the **Governing Body / Institute Body** shall be invited every four monthly viz. April, August & December.

Action: Addl. Director (Admin); Deputy Secretary

The request for holding the meeting along with the draft agenda shall be forwarded to the Chairman of the respective committee by the end of the commensurate month after the approval of the undersigned. A compliance report regarding the same shall be submitted to the office of the undersigned as per the above schedule.

 10/10/2023

Prof. M Srinivas
Director

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

1. Dean/s (Academic, Research, Examination)
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