

ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI-110029
(GRIEVANCE CELL)

F.NO. 3-1/2024/Grievance Cell (Misc.)

Dated:-27.11.2024

CIRCULAR

Subject:- Guidelines for handling Public Grievances on CPGRAMS –regarding.

Please find enclosed herewith an Office Memorandum vide No. C.13015/09/2023-W & PG, dated 07.10.2024 issued by Ministry of Health & Family Welfare (W&PG Section) on the subject cited above for compliance (*Maximum redressal time for cases in CPGRAMS is reduced to 21 days*).

This issue is with the approval of Competent Authority.



(SAROJ LAL)
Administrative Officer
Grievance Cell

Distribution:-

1. All Chief of Centres/Dean (Acad.)/Dean-Exam/Dean-Research/MS/All HoDs/Addl. MS/ Sections/Units/Cell etc.
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4. Hindi Section-To provide Hindi translated copy to Grievance Cell

अखिल भारतीय आयुर्विज्ञान संस्थान
अंसारी नगर, नई दिल्ली-110029
(शिकायत प्रकोष्ठ)

फा.सं. 3-1/2024/शिकायत प्रकोष्ठ (विविध)

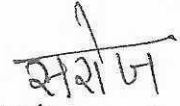
दिनांक: 27.11.2024

परिपत्र

विषय: सीपीजीआरएमएस पर जन शिकायतों के निपटान हेतु दिशा-निर्देश संबंधी।

कृपया अनुपालन हेतु उपर्युक्त विषय पर स्वास्थ्य एवं परिवार कल्याण मंत्रालय (डब्ल्यू एवं पीजी अनुभाग) के दिनांक 07.10.2024 का संलग्न कार्यालय ज्ञापन सं. सी.13015/09/20023-डब्ल्यू एवं पीजी का संदर्भ लें (जिसमें सीपीजीआरएमएस में मामलों के निवारण हेतु अधिकतम समय-सीमा को घटाकर 21 दिन कर दिया गया है)।

इसे सक्षम प्राधिकारी के अनुमोदन द्वारा जारी किया जाता है।



(सरोज लाल)

प्रशासनिक अधिकारी
शिकायत प्रकोष्ठ

वितरण:-

1. सभी केंद्र प्रमुखगण/संकायाध्यक्ष(शैक्षिक)/ संकायाध्यक्ष-परीक्षा/ संकायाध्यक्ष-अनुसंधान/ चिकित्सा अधीक्षक/ सभी विभागाध्यक्षगण/अपर चिकित्सा अधीक्षक/अनुभाग/एकक/प्रकोष्ठ आदि।
2. निदेशक/अपर निदेशक (प्रशा.) के प्रधान निजी सचिव/ उप-सचिव/मुख्य प्रशासनिक अधिकारी/अधीक्षण अभियंता/मुख्य सुरक्षा अधिकारी के वैयक्तिक सहायक
3. प्रभारी आचार्य, कंप्यूटर सुविधा - इसे संस्थान की वेबसाइट पर अपलोड करने हेतु।

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IMPORTANT

F.No. C.13015/09/2023-W&PG
Government of India
Ministry of Health and Family Welfare
(W&PG Section)

Nirman Bhawan, New Delhi-110011
Dated 07-10-2024

OFFICE MEMORANDUM

Subject: Revised Comprehensive Guidelines for handling Public Grievances on CPGRAMS - reg.

The undersigned is directed to refer to the Department of Administrative Reforms and Public Grievances (DARPG)' O.M. dated August 23, 2024 (copy enclosed) and to convey that DAPRG, in compliance with the direction of Hon'ble Prime Minister given during his interaction with the Secretaries of Departments / Ministries on June 29, 2024, undertook a review of excising processes to make CPGRAMS more sensitive, accessible and meaningful to the citizens and issued revised comprehensive guidelines for handling Public Grievances on CPGRAMS.

2. The broad changes made in the revised guidelines are as under:

(i) **Maximum redressal time** for cases in CPGRAMS is **reduced to 21 days**. Grievances identified as **priority by the system** or where early action is critical such grievances shall be attended to promptly and resolved maximum **within 3 days**.

(ii) If the grievance will take time to resolve beyond stipulated period of 21 days, an **interim reply shall be given to the citizen** through interim Action Taken Report (ATR). After final resolution, ATR shall be updated with final response.

(iii) Grievances **shall not be closed** on the ground of incomplete information without making genuine effort to reach the complainant and to get complete information.

(iv) If the grievance cannot be resolved, response to the applicant shall contain a **reasoned explanation** for the same.

(v) If the grievance does not pertain to a GRO (Grievance Redressal Officer), it shall be forwarded to the Nodal Public Grievance Officer of the Department (i.e. DoHFW) within **48 hours** of receipt of the complaint.

(vi) Complaint relating to corruption, bribery, harassment or having any other vigilance angle, shall be examined closely under the broad guidelines and timelines prescribed by the DoPT and CVC and in consultation with the CVO of the Ministry. If the complaint is found worth to be taken up, an acknowledgement shall be sent to the complainant. As vigilance case is governed by the procedure and rules stipulated by CVC and DoPT, **no ATR will be needed to be filed**.

3. All GROs / SAAs (Sub-Appellate Authorities) of DoHFW are requested to ensure

o/c

qualitative disposal of the grievances received on CPGRAMS in accordance with the revised guidelines.

Encl: As above.

Signed by Jitender Singh

Date: 07-10-2024 17:39:43

(Jitender Singh)
Nodal Public Grievance Officer & Deputy Secretary to the Govt. of India

Tele No. 011-23062292

To

All Grievance Redressal Officers (GROs) / Sub-Appellate Authorities (SAAs) of
DoHFW
(as per list enclosed)

Copy to (for information):

PSO to Secretary (HFW)

Sudh
07/10/24