



F.No.1-7/2019-AO

Dated: 30.04.2019

CIRCULAR

The competent authority has been pleased to approve the following guidelines for quick and efficient disposal of complaints received at CPGRAMS:

1. Every complaint marked to the concerned section should be put up in file for approval of reply by the concerned competent authority at their own level to ensure that the correct reply is being sent.
2. The replies should be addressed to the complainant only.
3. The replies should be made on institute letter head.
4. The approved reply should be signed by the I/c of concerned unit of the level not below Under Secretary.
5. Reply to each complaint must be sent to the undersigned within 5 working days from the date of receipt of the complaint.
6. Each reply must be accompanied by the original file, which would be returned to the concerned section after uploading of the same on the portal.

Therefore, reply to any complaint should be submitted as per aforementioned guidelines ONLY.


J.D. (Admin)

Distribution:

1. P.S.to The Director, ICAR-IVRI, for information.
2. All Joint Directors, ICAR-IVRI, for information.
3. All HDs/ Incharges, ICAR-IVRI, for information.
4. The Registrar, Deemed University, ICAR-IVRI, for information.
5. CAO, ICAR-IVRI, for information.
6. SAO/ SF&AOs, ICAR-IVRI, for information.
7. All AAOs/ AF&AO, ICAR-IVRI, for necessary action.
8. Guard File