

4. E. Governance

S.No.	Item	Details of disclosure	Remarks/ Reference Points (Fully met/partially met/ not met- Not applicable will be treated as fully met/partially met)
4.5	Such other information as may be prescribed under section 4(i) (b)(xvii)	<p>(i) Grievance redressal mechanism</p> <p>Dr. J.C. Kuniyal, Scientist-G of GBPNIHESD functioning as a Public Grievance Officer in order to ensure speedy redressal of grievances. The public can meet the Public Grievance Officer every Monday between 2 PM to 5 PM with regard to their complaints and grievances.</p> <p>Public Grievance Officer:</p> <p>Dr. J.C. Kuniyal, Scientist-G G.B. Pant National Institute of Himalayan Environment & Sustainable Development Kosi-Katarmal, Almora-263 643, Uttarakhand, India Phone: (05962) 241041/241154, Extn-33, Fax: (05962) 241014/241150 E-mail: jckuniyal@rediffmail.com jckuniyal@gmail.com kuniyaljc@yahoo.com</p> <p>As regards the time frame for attending the grievances/complaints of the public is concerned, the reply shall be sent to the complainant within a week's time while it would be the effort of the GBPNIHESD to settle grievances received by it within three months time.</p>	Fully met

		Further the Citizens' Charter shall be reviewed from time to time for improving our services and response to the public.	
		(ii) Details of applications received under RTI and information provided The list of all applications received under RTI is available on the Institute Website (www.gbpihed.gov.in/RTI_GBPIHED.html)	--
		(iii) List of completed schemes/ projects/ Programmes Please see Annexure-IV	--
		(iv) List of schemes/ projects/ programme underway Please see Annexure - V	--
		(v) Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract NIL	--
		(vi) Annual Report Annual Reports are available on the Institute Website (http://gbpihed.gov.in) in electronic form. Hard copies are also available with the Institute.	--
		(vii) Frequently Asked Question (FAQs) NIL	--
		(viii) Any other information such as a) Citizen's Charter	--

		Website Link: http://gbpihed.gov.in/Citizen_Charter.html	
		b) Result Framework Document (RFD) RFD documents from 2010-2011 to 2014-2015 are available with the Institute	--
		c) Six monthly reports on the NIL	--
		d) Performance against the benchmarks set in the Citizen's Charter Satisfactory performance	--