

#### 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. R.C. Sundriyal, Scientist-F 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><b>Public Grievance Officer:</b></p> <p>Dr. R.C. Sundriyal, Scientist-F G.B. Pant National Institute of Himalayan Environment &amp; Sustainable Development Kosi-Katarmal, Almora-263 643, Uttarakhand, India Phone: (05962) 241041/241154, Extn-47, Fax: (05962) 241014/241150 E-mail: rcsundriyal@gbpigned.nic.in</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)	<p>Details of applications received under RTI and information provided</p> <p>The list of all applications received under RTI is available on the Institute Website (<a href="http://www.gbpihed.gov.in/RTI_GBPIHED.html">www.gbpihed.gov.in/RTI_GBPIHED.html</a>)</p>	--
(iii)	<p>List of completed schemes/ projects/ Programmes</p> <p><b>Please see Annexure-IV</b></p>	--
(iv)	<p>List of schemes/ projects/ programme underway</p> <p><b>Please see Annexure - V</b></p>	--
(v)	<p>Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract</p> <p><b>NIL</b></p>	--
(vi)	<p>Annual Report</p> <p>Annual Reports are available on the Institute Website (<a href="http://gbpihed.gov.in">http://gbpihed.gov.in</a>) in electronic form. Hard copies are also available with the Institute.</p>	--
(vii)	<p>Frequently Asked Question (FAQs)</p> <p><b>NIL</b></p>	--
(viii)	<p>Any other information such as</p> <p>a) Citizen's Charter</p>	--

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