



## Mahatma Gandhi Institute For Rural Industrialization

Maganwadi, Wardha 442001, Maharashtra, India  
Phone No: +91-7152-253512 Fax: +91-7152- 240328

A National Institute under the Ministry of Micro, Small  
and Medium Enterprises, Government of India

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MGIRI/DR/2013-14/83

Date : 26/06/2013

### CITIZENS' CHARTER

#### OUR MISSION

Our mission is to undertake research, design and extension activities in the rural industrial sector (including Khadi, Village and Coir industries) in cooperation with concerned agencies, state governments, technical institutions and other stakeholders by providing support to existing efforts and undertaking fresh efforts.

#### OUR VALUES

We are committed to co-operation, transparency, integrity, discipline and courtesy in dealing with citizens, especially students, micro, small entrepreneurs, villager, people engaged in the Khadi and village industries and solving the problems of the industry for its all-round development.

#### OUR COMMITMENT

We will strive hard, to help those who are engaged in Khadi & village industries directly or indirectly by the implementation of the MGIRI' programs by way of providing technical know-how and training and support.

We will strive to simplify the rules, regulations and procedures and introduce information technology based facilities to improve the quality of interface with the citizens.

We will implement the provisions of the Right to Information Act, 2005 in letter and spirit.

#### OUR OBJECTIVE

Our objective is to transfer of technology to rural industrial sector and to develop improved machines/processes/services in the rural industrial sector.

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Our social objective is to improve the living conditions of those engaged in Khadi and village industries, especially the workers and entrepreneurs/ manufacturers.

Our economic object is to help generate additional opportunities, encourage production of quality products and facilitate reasonable returns to producers/ manufacturers.

Our overall objective is to create in active collaboration with all stakeholders, a self reliant environment for healthy and sustainable growth of the industry.

### OUR PROMISE

Our promise will be responsiveness and prompt action on technical problems, queries / request from the target group.

### GUIDANCE, HELP

Information in respect of all activities and programmes of the MGIRI, information and documentation on procedures, regulations, guidelines, as also publication, product catalogues and other publicity material brought by us can be obtained from the Public Relation Officer, Mahatma Gandhi Institute for Rural Industrialization (MGIRI), Maganwadi, Wardha – 442 001 (Maharashtra)

### COMPLAINTS

Your complaints may be communicated by email, phone, fax to the address given below.

The Director,  
Mahatma Gandhi Institute for Rural Industrialization (MGIRI),  
(A national institute under the Ministry of MSME, Govt. of India)  
Maganwadi, Wardha – 442 001 (Maharashtra)  
Phone ; 07152-253152, fax. 07152-240328  
e-mail : [director.mgiri@gmail.com](mailto:director.mgiri@gmail.com)

(Dr P. B. Kale)  
Director

MGIRI/DR/2013-14/84

Date : 26/06/2013

### CIRCULAR

Sub. : Strengthening of the mechanism for redressal of Public Grievances – reg.

As an attempt on the part of MGIRI to make the administration more responsive to the public and also to take quick action on a time bound basis for redressing the grievances of the public appearing in Newspaper relating to MGIRI, it has been decided to revive the Public Grievance Redressal Mechanism of the MGIRI with immediate effect. Accordingly, Mr R. Srinivasan, DD (M&S), is designated as Public Grievance Redressal Officer and Mr H. D. Sinnur, Principal Scientific Officer (K&T), designated as Assistant Public Grievance Redressal Officer, forming a "Public Grievance Cell".

In view of the above, a name plate of the designated Officers will be exhibited conspicuously in the office premises. In addition to this, a complaint review register in the following format and an opaque complaint box of 30 cm x 20 cm size with slit opening and lock and key will be kept in the office for enabling the Public to record their grievances / drop their complaint, if any.

Sl. No.	Date of complaint	Name & address of complainant	Details of complaint	Signature of complainant received	Action taken by officer-in-charge	Date of disposal of grievance / complaint	Signature of the reviewing officer	Report submitted to the higher authority Date and signature
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

The Public Grievance Redressal Officer will monitor the complaints on weekly basis, irrespective of the fact whether there are complaints or otherwise. Over and above, on receipt of complaints which call for urgent redressal / intervention of the competent Authority, the Grievance Redressal Officers may sit at any time to review the complaints.

Contd..2/-

1. All grievances need to be acknowledged within three days.
2. All grievances are to be finally redressed within 60 days. If longer period is involved, the complainant is to be informed through an interim reply within 60 days indicating the reason for delay and additional time required for final redress.
3. All grievances received by post or hand directly in the Organization should be scanned and uploaded on the website by the Organization.

The instructions contained in this circular will come into effect immediately.

(Dr P. B. Kale)  
Director



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Website : [www.mgiri.org](http://www.mgiri.org)

MGIRI/DR/2013-14/85

Date : 26/06/2013

### CIRCULAR

Sub. : Redressal of grievances of Employees of MGIRI – Reg.

With a view to redress the genuine grievances of the employees of the MGIRI, it has been decided to strengthen the Grievance Redressal Mechanism of the employees. Accordingly, a 'Grievance Redressal Cell' for the employees consisting of the following senior officers has been constituted.

1. Dr P. B. Kale (Director)	Chairman
2. Dr K. R. Yadav (DD-B&H) (Estt. In-charge)	Convener
3. Mr K. Venkat Rao (DD-RC&E) (Acct. In-Charge)	Member
4. Mrs Pragati Gokhale (PSO-M&S)	Member

The Grievance Cell will have its sittings once in a month, 4<sup>th</sup> Friday, which are not declared holiday for MGIRI, in the Chamber of the Director. In absence of the Director, the committee will meet on the next working day, when at least three officers are available for sitting. In case of emergency, meeting of the Committee can be held as and when required.

The genuine grievances from the employees are to be forwarded to the Convener of the Grievance Cell for consideration by the cell at-least 3 days prior to the date of sitting. The Grievance Cell shall dispose the application within 15 days.

The Head of all Division of MGIRI should ensure that the contents of this circular are brought to the notice of all employees. All employees are informed to utilize this grievance forum including those who represent their issues for legal remedies.

This order comes into effect forthwith.

(Dr P. B. Kale)  
Director

MGIRI/DR/2013-14/86

Date : 26/06/2013

### CIRCULAR

Sub. : Redressal of grievances of women employees of MGIRI  
– Reg.

With a view to redress the genuine grievances of the women employees of the MGIRI, it has been decided to strengthen the Grievance Redressal Mechanism for women employees. Accordingly, a "Grievance Redressal Cell for women employees" consisting of the following officers has been constituted.

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|--|--------------|
| 1. Mrs Pragati Gokhle (PSO-M&S)        | Chair Person |
| 2. Dr (Ms) Aparajita Vardhan (SSO-B&H) | Member       |
| 3. Mrs Sarita Khadse (TA-RC&E)         | Member       |

The Grievance Cell will have its sittings once in a month, 4<sup>th</sup> Wednesday, which are not declared holiday for MGIRI, in the chamber of PSO. In absence of the Chair Person, the committee will meet on the next working day, when all three officers are available for sitting. In case of emergency, meeting of the Committee can be held as and when required.

The genuine grievances from the employees are to be forwarded to the Chair Person of the Grievance Cell for consideration by the cell at-least 3 days prior to the date of sitting. The Grievance Cell shall dispose the application within 15 days.

The Head of all Division of MGIRI should ensure that the contents of this circular are brought to the notice of all women employees. All women employees are informed to utilize this grievance forum including those who represent their issues for legal remedies.

This order comes into effect forthwith.

(Dr P. B. Kale)  
Director