




 **E. Governance**  **Availability of Manual / Handbook in the organization:**

No Manual / Handbook are available in the organization.

 **Details of information available in electronic form (Category of documents):**


All Samples and its testing related information.

All Financial implications.

 **Location of available Electronic information:**

All Samples and its testing related information:- Quality Assurance department.

All Financial implications:- Administration Department.

 **Particulars of facilities available to citizen for obtaining information:**

1. Name and location of the faculty:

Dr. Ram Avtar Singh, Director, RDTL, Chandigarh.

Tel No. 0172-2688239 and Fax No. 0172-2636316

Email id: rdtlchd@cdsco.nic.in

2. Working hours of the facility;

9:30 a.m. to 6:00 p.m. of working day.

3. Contact person & contact details (Phone, fax email):

Dr. Ram Avtar Singh, Director, RDTL, Chandigarh.

Tel No. 0172-2688239 and Fax No. 0172-2636316

Email id: rdtlchd@cdsco.nic.in

 **Grievance redressal mechanism:**

Already established by CDSCO

Web address:

[https://cdsco.gov.in/opencms/opencms/system/modules/CDSCO.WEB/elements/download\\_file\\_division.jsp?num\\_id=NDI2](https://cdsco.gov.in/opencms/opencms/system/modules/CDSCO.WEB/elements/download_file_division.jsp?num_id=NDI2)



**Order of CDSCO regarding Grievance redressal process:****Immediate**

No. D.21013/75/2017-DC  
Government of India  
Directorate General of Health Services  
Central Drugs Standard Control Organisation

New Delhi, dated the 13<sup>th</sup> February, 2018

**Office Order**


In continuation of CDSCO Office Order of even number dated the 1<sup>st</sup> February, 2018 regarding observing week from **5<sup>th</sup> February, 2018 to 9<sup>th</sup> February, 2018** as Grievance Redressal/Pendency Disposal week in CDSCO (HQ)/Zonal offices, it is informed that a meeting was held on 10.02.2018 on the steps being taken towards 'Ease of Doing Business in DCGI Office. In this context, it is brought to the notice of all stakeholders that public hearings are being held every day in CDSCO. Apart from this, DCGI conducts special fortnightly hearings to address the grievances of the stakeholders.

In case of any grievance still not redressed, the concerned applicants are requested to approach the concerned DDC(I)/JDC(I) or the Secretariat of DCGI for an early redressal of their grievances.




( Arun Sharma )  
Director (Admn.)

1. All Zonal/sub-zonal/Port offices of CDSCO.
2. All JDC(I)s/DDC(I)s/ADC(I)s at CDSCO (HQ).
3. PPS to DGHS/PPS to AS & DG, CGHS/PPS to JS(R), M/o H & FW, Nirman Bhavan, New Delhi.
4. Web portal of CDSCO.
5. Pharma/Medical Devices/Cosmetics Associations (as per mailing list)
6. DDA(D)/O/o to DCGI/Guard file.

 **Details of applications received under RTI and Information provided:**


Published under the heading of RTI Reply\_2017-18, 2018-19 and 2019-20.

 **Details of RTI applications received and disposed:**

Published under the heading of RTI Reply\_2017-18, 2018-19 and 2019-20.

 **Details of questions asked and replies given in received RTI applications:**

Published under the heading of RTI Reply\_2017-18, 2018-19 and 2019-20.

 **Details of appeals received and orders issued under RTI:**

Published under the heading of Notice for Hearing 2018-19\_with judgments.

