

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 NIHE 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 (NIHE) Kosi-Katarmal, Almora-263 643, Uttarakhand, India Phone: (05962) 241041/241154, Extn-33, Fax: (05962) 241014/241150 E-mail: jckuniyal@gbpihed.nic.in</p> <p>As regards the time frame for attending to 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 NIHE 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)	Fully met
(iii)	List of completed schemes/ projects/ Programmes Please see: Annexure-IV	Fully met
(iv)	List of schemes/ projects/ programme underway Please see: Annexure -V	Fully met
(v)	Details of all contracts entered into including the name of the contractor, amount of contract and period of completion of contract NIL	Fully met
(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.	Fully met
(vii)	Frequently Asked Question (FAQs) NIL	Fully met

	(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	--