

सं. के-11022/01/2017-लो.शि.-3

भारत सरकार
प्रशासनिक सुधार और लोक शिकायत विभाग
लोक शिकायत प्रभाग

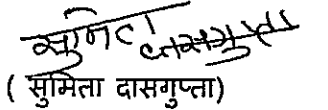
5वां तल, सरदार पटेल भवन,
संसद मार्ग, नई दिल्ली
दिनांक : 17 मार्च, 2017

कार्यालय ज्ञापन

विषय : शिकायत की समीक्षा - 22.02.2017 को आयोजित प्रगति (प्रो-एक्टिव गवर्नेंस एंड टाइमली इम्प्लीमेंटेशन) बैठक के कार्यवृत्त पर अनुवर्ती कार्रवाई ।

अधोहस्ताक्षरी को यह कहने का निदेश हुआ है कि 22.02.2017 को आयोजित प्रगति बैठक में दूरसंचार विभाग से संबंधित लोक शिकायतों की समीक्षा करते समय अधिकारियों को सुग्राह्य बनाने, दक्षता तथा प्रभावकारिता में वृद्धि करने हेतु प्रौद्योगिकी का उपयोग सुनिश्चित करने का निर्णय लिया गया ।

इसके मद्देनजर, सभी मंत्रालयों/विभागों से अनुरोध किया जाता है कि जनोपयोगी सेवाएं स्थानांतरित करने की समस्या से निपटने के लिए परस्पर समन्वय से कार्य करें तथा शासन में दक्षता और प्रभावकारिता में वृद्धि के लिए अधिकारियों को सुग्राह्य बनाना तथा प्रौद्योगिकी का उपयोग सुनिश्चित करें और 60 दिन की निर्धारित समय-सीमा में लोक शिकायतों का निवारण करें ।



(सुमिता दासगुप्ता)

उप सचिव, भारत सरकार

देली : 23741006

सेवा में,

सचिव, समस्त मंत्रालय/विभाग (संलग्न सूची के अनुसार)

No .K-11022/1/2017-PG - 3
Grievances and Pension
Department of Administrative Reforms & Public Grievances
Public Grievance Division

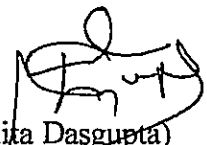
5th Floor, Sardar Patel Bhawan
Parliament Street, New Delhi-110001
Dated 17th March, 2017

OFFICE MEMORANDUM

Subject: Review of Grievances – Follow-up action on the Minutes of the PRAGATI (Pro- Active Governance and Timely Implementation) meeting held on 22.02.2017.

The undersigned is directed to say that in the PRAGATI meeting held on 22.02.2017 while reviewing the public grievances of the Department of Telecommunications, a decision for ensuring Sensitization of officers and use of technology to increase efficiency and effectiveness has been taken.

In view of this all Ministries and Departments are requested to work in co-ordination with each other to tackle the utility shifting problem and ensure sensitization of officers and use of technology to increase efficiency and effectiveness in governance and redress of public grievances within the stipulated time frame of 60 days.


(Sumita Dasgupta)
Deputy Secretary to the Government of India
/Tel:23741006

To,

Secretaries of all Ministries / Departments (As per list attached)

List of Secretaries to Government of India

Sl. No.	Secretary Name / Ministry
1.	Secretary, Department of Agriculture & Cooperation, Krishi Bhavan, New Delhi-110001.
2.	Secretary, Department of Agricultural Research & Education, Krishi Bhavan, New Delhi-110001.
3.	Secretary, Department of Animal Husbandry, Dairying & Fisheries, Krishi Bhavan, New Delhi-110001.
4.	Secretary, Department of Atomic Energy, Anu Shakti Bhavan, C.S.M. Marg, Mumbai.
5.	Secretary, Department of Chemicals & Petro Chemicals, Shastri Bhavan, New Delhi-110001.
6.	Secretary, Department of Fertilizers, Shastri Bhavan, New Delhi-110001.
7.	Secretary, Department of Pharmaceuticals Shastri Bhavan, New Delhi-110001.
8.	Secretary, Ministry of Civil Aviation, Rajiv Gandhi Bhavan, Safdarjung Airport, New Delhi-110003.
9.	Secretary, Ministry of Coal, Shastri Bhavan, New Delhi-110001.
10.	Secretary, Department of Commerce, Udyog Bhavan, New Delhi-110108.
11.	Secretary, Department of Industrial Policy & Promotion, Udyog Bhavan, New Delhi-110108.

12.	Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi-110001.
13.	Secretary, Department of Posts, Dak Bhavan, Sansad Marg, New Delhi-110001.
14.	Secretary, Department of Electronics & Information Technology, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi-11003.
15.	Secretary, Ministry of Corporate Affairs, Shastri Bhavan, New Delhi-110001.
16.	Secretary, Department of Food & Public Distribution, Krishi Bhavan, New Delhi-110001.
17.	Secretary, Department of Consumer Affairs, Krishi Bhavan, New Delhi-110001.
18.	Secretary, Ministry of Culture, Shastri Bhavan, New Delhi-110001.
19.	Secretary, Ministry of Defence, Department of Defence, South Block, New Delhi-110011.
20.	Secretary, Department of Defence Production, South Block, New Delhi-110011.
21.	Secretary, Department of Defence Research & Development, DRD Bhawan (Near South Block), New Delhi-110011.
22.	FA DS, Department of Defence Finance, South Block, New Delhi-110011.
23.	Secretary, Department of Ex-Servicemen Welfare, South Block, New Delhi-110011.

24.	Secretary, Ministry of Development of North Eastern Region, Vigyan Bhavan Annex, Maulana Azad Road, New Delhi-110108.
25.	Secretary, Ministry of Drinking Water & Sanitation, 4 th Floor, Paryavaran Bhavan, C.G.O. Complex, Lodhi Road, New Delhi-110003.
26.	Secretary, Ministry of Earth Sciences, Mahasagar Bhavan, Block - 12, C.G.O Complex, Lodhi Road, New Delhi-110003
27.	Secretary, Ministry of Environment, Forests & Climate Change, Indira Paryavaran Bhavan, Jor Bagh Road, New Delhi-110003.
28.	Foreign Secretary, Ministry of External Affairs, South Block, New Delhi-110011.
29.	Secretary(East), Ministry of External Affairs, South Block, New Delhi-110011
30.	Secretary(West), Ministry of External Affairs, Jawaharlal Nehru Bhawan, Room No. 2139, New Delhi-110011.
31.	Secretary(ER), Ministry of External Affairs, Jawahar Lal Nehru Bhawan, Room No. 2139, 2 nd Floor, C-Wing Opposite National Museum New Delhi
32.	Secretary, Ministry of Finance, Department of Economic Affairs, North Block, New Delhi-110001
33.	Secretary, Department of Financial Services, Jeevandeep Building, Parliament Street, New Delhi-110001.
34.	Secretary, Department of Expenditure, North Block, New Delhi-110001.
35.	Secretary, Department of Revenue, North Block, New Delhi-110001.

36.	Secretary, Department of Disinvestment, Room No. 407, 4th Floor Block No. 14 CGO Complex, Lodhi Road New Delhi – 110003
37.	Secretary, Ministry of Food Processing Industries, Panchsheel Bhawan, August Kranti Marg, New Delhi-110049.
38.	Secretary, Ministry of Health & Family Welfare, Nirman Bhawan, New Delhi-110108.
39.	Secretary, Department of Ayush, Ayush Bhawan, B-Block, GPO Complex, INA, New Delhi-110023.
40.	Secretary, Department of Health Research, Ansari Nagar, New Delhi-110029.
41.	Secretary, Department of Aids Control Chandrok Building, Janpath, New Delhi-110001.
42.	Secretary, Department of Heavy Industries, Block No.14, C.G.O. Complex, Lodhi Road, New Delhi-110003.
43.	Secretary, Department of Public Enterprises, Block No.14, C.G.O. Complex, Lodhi Road, New Delhi-110003.
44.	Secretary, Ministry of Home Affairs, North Block, New Delhi-110001.
45.	Secretary, Department of Official Language, B-Wing, Lok Nayak Bhawan, New Delhi-110003.
46.	Secretary, Department of Border Management, North Block, New Delhi-110001.
47.	Secretary, Inter State Council Secretariat, Vigyan Bhavan Annexe, New Delhi-110001.

48.	Secretary, Department of School Education & Literacy, Shastri Bhavan, New Delhi-110001.
49.	Secretary, Department of High Education, Shastri Bhavan, New Delhi-110001.
50.	Secretary, Ministry of Information & Broadcasting, Shastri Bhavan, New Delhi-110001.
51.	Secretary, Ministry of Labour & Employment, Shram Shakti Bhavan, New Delhi-110001.
52.	Secretary, Department of Legal Affairs, Shastri Bhavan, New Delhi-110001.
53.	Secretary, Department of Legislative, Shastri Bhavan, New Delhi-110001.
54.	Secretary, Department of Justice, 26 Mansingh Road, Jaisalmer House, New Delhi-110011
55.	Secretary, Ministry of Mines, Shastri Bhavan, New Delhi-110001.
56.	Secretary, Ministry of Minority Affairs, Paryavaran Bhavan, CGO Complex, New Delhi-110003.
57.	Secretary, Ministry of Micro, Small & Medium Enterprises, Nirman Bhavan, New Delhi-110108.
58.	Secretary, Ministry of New & Renewable Energy, Block No.14, C.G.O. Complex, Lodhi Road, New Delhi-110003.
59.	Secretary, Ministry of Overseas Indian Affairs, Akbar Bhavan, Chanakyapuri, New Delhi-110021.

60.	Secretary, Ministry of Parliamentary Affairs, Parliament House, New Delhi-110001.
61.	Secretary, Ministry of Panchayati Raj, Krishi Bhavan, New Delhi-110001.
62.	Secretary, Department of Personnel & Training, North Block, New Delhi-110001.
63.	Secretary, Department of Administrative Reforms & Public Grievances, Sardar Patel Bhavan, Sansad Marg, New Delhi-110001.
64.	Secretary, Department of Pension & Pensioners' Welfare, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
65.	Secretary, Ministry of Petroleum & Natural Gas, Shastri Bhavan, New Delhi-110001.
66.	CEO, NITI Aayog, (National Institution for Transforming India) Sansad Marg, New Delhi-110001.
67.	Secretary, Ministry of Power, Shram Shakti Bhavan, New Delhi-110001.
68.	Secretary, Ministry of Road Transport & Highways, Transport Bhavan, Sansad Marg, New Delhi-110001.
69.	Secretary, Department of Rural Development, Krishi Bhavan, New Delhi-110001.
70.	Secretary, Department of Land Resources, Room No. 12, Ground Floor, G-Wng, NBO Building, Nirman Bhawan, New Delhi-110011
71.	Chairman, Railway Board, Rail Bhawan, New Delhi-110001.

72.	Secretary, Ministry of Shipping, Transport Bhavan, Sansad Marg, New Delhi-110001.
73.	Secretary, Department of Science & Technology, Technology Bhavan, New Mehrauli Road, New Delhi-110016.
74.	Secretary, Department of Scientific & Industrial Research, Technology Bhavan, New Mehrauli Road, New Mehrauli Road, New Delhi-110016.
75.	Secretary, Department of Bio Technology, Technology Bhavan, New Mehrauli Road, New Mehrauli Road, New Delhi-110016.
76.	Secretary, Ministry of Social Justice & Empowerment, Shastri Bhavan, New Delhi-110001.
77.	Secretary, Department of Disability Affairs, Shastri Bhavan, New Delhi-110001.
78.	Secretary, Department of Space, Lok Nayak Bhawan, New Delhi.
79.	Secretary, Ministry of Statistics & Programme Implementation, Sardar Patel Bhavan, Sansad Marg, New Delhi-110001.
80.	Secretary, Ministry of Steel, Udyog Bhavan, New Delhi-110108.
81.	Secretary, Ministry of Textiles, Udyog Bhavan, New Delhi-110108.
82.	Secretary, Ministry of Tourism, Transport Bhavan, Sansad Marg, New Delhi-110001.
83.	Secretary, Ministry of Triban Affairs, Shastri Bhavan, New Delhi-110001.

84.	Secretary, Ministry of Urban Development, Nirman Bhavan, New Delhi-110108.
85.	Secretary, Ministry of Housing & Urban Poverty Alleviation, Nirman Bhavan, New Dehi-110108.
86.	Secretary, Ministry of Water Resources, River Development & Ganga Rejuvenuation, Shram Shakti Bhavan, Rafi Marg, New Delhi-110001.
87.	Secretary Ministry of Women & Child Development, Shastri Bhavan, New Delhi-110001.
88.	Secretary, Department of Sports, First Floor Gate No-10, NDTL, JN Stadium Complex, Lodhi Road, New Delhi – 110003
89.	Secretary, Department of Youth Affairs, Shastri Bhavan, New Delhi-110001.
90.	Secretary, Ministry of Skill Development & Entrepreneurship, 2 nd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, Near Cannought Place New Delhi-110001.