

No. K-11017/3/2016-PG C1
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Karmik, Lok Shikayat Aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar Aur Lok Shikayat Vibhag

5th floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi – 110001
Dated 23rd February, 2018

Office Memorandum


Subject:-Strengthening of Grievance Redress Mechanism – clarification regarding disposal of grievances.

For Ministries/Departments which create subordinate offices under them for redressal off public grievances, the grievances may be :-

- (i) transferred to the subordinate offices through CPGRAMS or
- (ii) can be taken up with the subordinate office who will furnish action taken report/comments to the nodal Ministry/Department who will consider the report/comments and accordingly dispose off the case.

In the latter case, the closure of the case has to done by the concerned Ministry/Department only and in the former case it has to be closed by the subordinate office (action taken report to be sent to the concerned Ministry/Department). This may kindly be noted especially with respect to display of pendency figures against each Ministry/Department.

2. All Ministries/Departments are requested to note the above instructions for compliance to ensure effective redress of public grievances.


(Sumita Dasgupta)
Director of Public Grievances &
Deputy Secretary to the Government of India

To
Secretary,
All Ministries/Departments (As per list)

Copy to:

1. Sr. PPS to Secretary (ARPG & Pension)
2. PS to AS(ARPG)
3. PPS to JS(PG)
4. PS to DS (PG)
- ✓ 5. Shri K. Madhavan, Tech. Director, NIC for uploading on "pgportal.gov.in"

सं.के-11017/3/2016-लोशि सी1
भारत सरकार
कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग

5वां तल, सरदार पटेल भवन,
संसद मार्ग, नई दिल्ली - 110001
दिनांक : 23 फरवरी, 2018

कार्यालय ज्ञापन

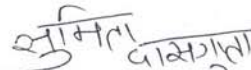
विषय : शिकायत निवारण तंत्र का सुदृढीकरण - शिकायतों के निपटान के संबंध में स्पष्टीकरण ।

मंत्रालय/विभाग जिन्होंने लोक शिकायतों के निवारण के लिए अपने अधीन अधीनस्थ कार्यालय बनाए हैं, में शिकायतें :-

- (i) सीपीजीरैम्स के माध्यम से अधीनस्थ कार्यालयों को अंतरित की जा सकती है अथवा
- (ii) अधीनस्थ कार्यालय के समक्ष रखे जा सकते हैं जो नोडल मंत्रालय/विभाग को की गई कार्रवाई रिपोर्ट/टिप्पणी प्रस्तुत करेंगे । नोडल मंत्रालय/विभाग रिपोर्ट/टिप्पणी पर विचार कर तदनुसार मामले का निपटान करेंगे ।

परवर्ती मामले में केवल संबंधित मंत्रालय/विभाग द्वारा मामले को बंद किया जाना होता है तथा पूर्ववर्ती मामले में अधीनस्थ कार्यालय द्वारा बंद किया जाना होता है (संबंधित मंत्रालय/विभाग को की गई कार्रवाई रिपोर्ट भेजी जानी होती है) । कृपया इसे विशेषकर प्रत्येक मंत्रालय/विभाग के लिए लंबित आंकड़ों के प्रदर्शन के संबंध में नोट किया जाए ।

2. सभी मंत्रालय मंत्रालयों/विभागों से अनुरोध है कि उपर्युक्त अनुदेश लोक शिकायतों का प्रभावी निवारण सुनिश्चित करने हेतु अनुपालनार्थ नोट किए जाएं ।


(सुमिता दासगुप्ता)

निदेशक, लोक शिकायत एवं
उप सचिव, भारत सरकार

सेवा में

सचिव

सभी मंत्रालय/विभाग (संलग्न सूची के अनुसार)

प्रति प्रेषित :-

1. सचिव (प्र.सु. एवं लो.शि. तथा पेंशन) के वरिष्ठ प्रधान निजी सचिव
2. अपर सचिव (प्र.सु. एवं लो.शि.) के निजी सचिव
3. संयुक्त सचिव (लो.शि.) के निजी सचिव
4. उप सचिव (लो.शि.) के निजी सचिव ।
5. श्री के. माधवन, तकनीकी निदेशक, एनआईसी को pgportal.gov.in पर अपलोड करने हेतु ।

List of Secretaries to Government of India

Sl. No.	Secretary of the Ministry/Department	Sl. No.	Secretary of the Ministry/Department
1.	Secretary, Department of Agriculture & Cooperation and Farmers Welfare, 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.	Financial Adviser (Defence Services), 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, Udyog Bhawan, New Delhi-110011.
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, Sandad Marg, New Delhi-110001.
83.	Secretary, Ministry of Tribal Affairs, Shastri Bhavan, New Delhi-110001.	84.	Secretary, Ministry of Housing & Urban Development, Nirman Bhavan, New Delhi-110108.
85.	Secretary, Ministry of Water Resources, River Development & Ganga Rejuvenation, Shram Shakti Bhavan, Rafi Marg, New Delhi-110001.	86.	Secretary Ministry of Women & Child Development, Shastri Bhavan, New Delhi-110001.
87.	Secretary, Department of Sports, First Floor Gate No-10, NDTL, JN Stadium Complex, Lodhi Road, New Delhi – 110003	88.	Secretary, Department of Youth Affairs, Shastri Bhavan, New Delhi-110001.
89.	Secretary, Ministry of Skill Development & Entrepreneurship, 2 nd Floor, Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, Near Cannaught Place New Delhi-110001.		