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No. A-36011/1/2020-Admin-DARPG (6755)
Government of India
Ministry of Personnel, Public Grievances S Pensions
Department of Administrative Reforms S Public Grievances

6th Floor, Jawahar Vyapar Bhavan,
Tolstoy Marg, New Delhi
Dated, the 11th October 2023

OFFICE MEMORANDUM

Subject: Channel of submission and final disposal of cases in respect of various items of work handled by various divisions of DARPG

The undersigned is directed to forward herewith the Channel of Submission and Final Disposal of Cases for increasing efficiency in decision making in the Department of Administrative Reforms S Public Grievances for information and necessary action.

2. This issues with the approval of competent authority.

Signed by

Khamchin Naulak

Date: 11-10-2023 18:35:23

(Khamchin Naulak)

Under Secretary (Admin)

Tel.No.23367060

Encl: As above

To;

All Officers/Sections in DARPG

Copy to:

1. PS to MOS (PP)
2. PPS to Secretary/PSO to JS (PG)/PSO to JS (e-Gov)/PA to JS(AR), DARPG

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**Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances**

**INTERNAL DELEGATION OF POWER FOR FINAL DISPOSAL OF CASES IN
RESPECT OF VARIOUS ITEMS OF WORK HANDLED BY VARIOUS DIVISIONS OF
THE DEPARTMENT**

(Updated as on OCT 2023)

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**CHANNEL OF SUBMISSION AND LEVEL OF FINAL DISPOSAL FOR VARIOUS
TYPES OF CASES IN RESPECT OF DARPG**

COMMON ISSUES ACROSS ALL DIVISIONS

Sl. No.	Types of Cases	Channel of submission	Level of final disposal
1.	Parliamentary Matters		
	(i) Replies to Starred Questions	DS/Dir-JS/AS -Secy	MOS (PP)
	(ii) Replies to Un-starred Questions and Assurances	US-DS/Dir-JS/AS	MOS(PP)
	(iii) Final replies to recommendations of Parliamentary Committees	DS/Dir-JS/AS-Secy	MOS(PP)
	(iv) Final replies to matters raised under Rule 377 in Lok Sabha and Special Mention made in Rajya Sabha/ Parliament Assurances	US-DS/Dir-JS/AS/ Secy	MOS(PP)
	(v) Action taken note on the recommendations of Parliamentary Committee	US-DS/Dir-JS/AS	Secretary
	(vi) Furnishing of replies to Questionnaire and other references received from Parliamentary Committee		
	(vii) Furnishing Input on Parliament question to other Ministries	US-DS/Dir	JS
	(viii) Miscellaneous Parliament Matters	US-DS/Director	JS
2.	Cabinet Notes	DS/Dir-JS- AS/Secy	MOS(PP)
3.	Finalizing Scheme guidelines	US-DS/Dir-JS/AS	Secretary
4.	Annual Budget	DS/Dir-JS/AS	Secretary
5.	Selection/ appointment of Agencies / consultants	US-DS/Dir-JS/AS	Secretary
6.	Para-wise comments for the cases before CAT/High Court/Supreme Court	US-DS/Director -JS/AS	Secretary
7.	Output Outcome Framework	US-DS/Dir	JS
8.	Receipts received from other Ministries/Departments/external agencies for seeking comments/input etc.	US-DS/Dir	JS/AS
9.	Replies to Audit Paras	US-DS/Dir	JS
10.	Website Updation	US-DS/Dir	JS

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1. ADMINISTRATION DIVISION

(a) Admin.I (Establishment)

Sl. No	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Creation of Posts (Subject to observance of general orders issued by the Ministry of Finance)		
	(a) Group A	DS/Dir-JS-Secretary	MOS (PP)
	(b) Group 'B' & 'C' posts	US-DS/Dir-JS	Secretary
2.	Framing or Amendment of Recruitment Rules		
	(a) Group 'A' posts	US-DS/Dir-JS	Secretary
	(b) Group 'B' & 'C' posts	US-DS/Dir	Joint Secretary
3.	Appointments/Relieving		
	(a) Group 'A'	US-DS/Dir-JS	Secretary
	(b) Group 'B' & others	ASO/SO-US- DS/Dir	Joint Secretary
4.	Posting & Transfers		
	(a) Group 'A'	US- DS/Dir-JS/AS	Secretary
	(b) Group 'B' & Others	SO-US- DS/Dir	Joint Secretary
5.	Nomination/Deputation for participation in various Training Programmes		
	(a) Within the country		
	(i) JS and above	DS/Dir-JS	Secretary
	(ii) All other officers and staff subject to the recommendation of concerned Divisional Head/Controlling officer	SO-US- DS/Dir	Joint Secretary
	(b) Abroad		
	(i) All officers and staff	DS/Dir-JS-Secretary	MOS(PP)
	(ii) Forwarding of applications for training abroad to the EO Division	US-DS/Dir-JS	Secretary
6.	Forwarding of applications for deputation to ex-cadre posts/appointment to outside posts in response to advertisements or circulars		
	(a) US and above	US- DS/Dir-JS/AS	Secretary
	(b) SO and equivalent & below	SO-US- DS/Dir	Joint Secretary
7.	Deputation abroad for meeting/conference	DS/Dir-JS-Secretary	MOS(PP)
8.	Disciplinary Proceedings (For initiating disciplinary proceedings, for order on IO's reports on passing final orders) & other Vigilance matters		
	(a) Group 'A' Officers	DS/Dir-JS-Secy	MOS(PP)
	(b) All Group 'B' Officers	US- DS/Dir-JS	Jt Secy(Minor) Secy (Major)
	(c) Group 'C'	SO-US	DS/Dir
	(d) Vigilance Clearance	SO-US-DS/Dir	CVO
	(e) APAR workflow	SO- US-DS/Dir	Joint Secretary
9.	Appeals/Petitions/Memorials		
	(a) Memorials addressed to President	DS/Dir-JS-Secretary	MOS (PP)
	(b) Appeals/Petitions		
	(i) Group 'A' Officers	DS/Dir-JS-Secretary	MOS (PP)
	(ii) Group 'B' Officers	US- DS/Dir-JS	Secretary
(iii) Group 'C' and Others	SO-US	DS/Dir	
10.	Permission/Intimation under the Conduct Rules		
	(a) Permission		
	(i) Cases of Secretary/AS level	US/DS/Dir-JS/AS-Secy	MOS (PP)
	(ii) Cases of US (or equivalent) to JS level	SO/US-DS/Dir-JS	Secretary
	(iii) Rest of Staff	SO/US-DS/Dir	Joint Secretary
	(b) Intimation		
	(i) Cases of Secretary/AS level	US/DS/Dir-JS/AS	MOS (PP)
(ii) Cases of US (or equivalent) to JS	US-DS/Dir-JS	Secretary	
(iii) Rest of Staff	SO-US-DS/Dir	Joint Secretary	

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11.	Declaration of an officer of the level of US as Head of Office and Drawing & Disbursement Officer (DDO)	ASO/SO-US-DS/Dir	HOD
12.	Grant of LTC Advance (e-HRMS)	SO-US	HOD
13.	General Provident Fund (e-HRMS)		
	(a) Grant of advance/withdrawal (As per DOPPW OM (i) & (ii) dated 07.03.2017)	ASO/SO-US	HOD
14.	Medical/CGHS		
	(a) Reimbursement Claim, Appointment of AMA, Medical Advance/Permission for test/treatment	ASO- SO- US	HOD
	(b) Issue of New/Renewal of CGHS Card	ASO- SO	US
15.	Cash & Account		
	(a) Budget-related matters	Accountant-DDO/US-DS/Dir- JS	AS/Secretary
	(b) Appraisal/Evaluation of Scheme	DS/Dir-JS-AS	Secretary /As per DoE Guidelines
	(c) Submitting of periodical reports Consolidation/submission & monitoring of ATR on Audit reports, Preparation of quarterly report on TDS/Payment	Accountant- DDO/US-DS/Dir	HOD
	(d) Conveyance/OTA Bills	JSA/ASO- DDO	HOO
16.	Miscellaneous Items		
	(a) Fixation of pay / Annual Increment/MACP	ASO/SO-US	HOD
	(b) Grant of permission to change the declared place of visit after commencement of journey	SO-US - DS/Dir	JS (Admin)
	(c) Change of Hometown for claiming LTC	SO-US- DS/Dir	JS (Admin)
	(d) Grant of permission for joining part-time academic courses, after recommendation of Controlling Authority		
	(i) Upto Section Officer/PS	SO-US	DS/Dir
	(ii) Above Section Officers/PS	SO-US- DS/Dir	Joint Secretary
	(e) Issue of NOC for obtaining passport	SO-US	DS/Dir
	(f) Sanction of Leave subject to recommendation of the Controlling Officers (e-HRMS)		
	(i) All leave except Ex-India /Study Leave	ASO-SO	US
	(ii) Ex-India/Study Leave - Gr 'A' & 'B' (Gz)	US -DS/Dir - JS/AS	Secretary
	(iii) Ex-India/Study Leave - All others	SO - US - DS/Dir	JS (Admin)
	(g) Grant of special disability leave	SO - US - DS/Dir	JS (Admin)
17.	Quarterly progress report related to progressive use of Hindi in official work	AD-US-DS/Dir	Joint Secretary
18.	Annual assessment report regarding the use of official language Hindi	AD-US-DS/Dir	Joint Secretary
19.	Organising Annual Hindi Pakhwaada in DARPG	US-DS/Dir	Secretary
20.	Meeting of the Central Official Language Implementation Committee	AD-US-DS/Dir	Joint Secretary
21.	Translation of manuals, codes and other non-statutory procedure literature, training materials and other matters related to the D/o Official Language	AD-US	DS/Dir
22.	Hindi training program	AD-US	DS/Dir Secretary
23.	Organising Technical workshop in DARPG	AD-US	Deputy Secretary

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(b) Admin.II/General Administration (GA/Coordination)

Sl. No	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Procurement of Goods & Services		
	(a) Finalizing routine contract through GeM	US-DS/Dir	JS (in consultation with IFD)
	(b) Procurement outside GeM	US-DS/Dir- JS	Secy (in consultation with IFD)
	(c) Payment to vendors through GeM	ASO/SO-US	DS/Dir.
	(d) Hiring of outsourced manpower (DEO/IT/MTS/HK/SCD, etc)	ASO/SO-US-DS/Dir	JS/AS - as per DFPR
	(e) Hiring of Vehicles	ASO/SO-US	HOD
2.	Payment of OTA to Staff Staff Car Drivers (upto 100 hrs in a month) & All other cases in r/o Group 'C' (MTS/DR/SCD) (subject to ceiling of 40 hrs in a month)	ASO/SO-US	HOD
3.	Grant of Advances (e-HRMS)		
	(a) Purchase of Conveyance/Scooter/Motor Car/ Computer/ TA Advance to non-Officials/ HBA	SO-US	HOD
	(b) Pay and TA Advance on Transfer and Tour	SO-US	HOD
	(c) Advance to families of non-Gazetted Government Servants, who die while in service/ Leave Salary Advance	SO-US	HOD
4.	Coordination of all Parliament-related matters (Parliament Standing Committee matters, Budget Speeches/Announcements, Annual Report)	US-DS/Dir-JS/AS	Secretary
5.	Cabinet matters /VIP and MP References/COS	US-DS/Dir-JS/AS	MOS(PP)
6.	Reimbursement of Children Education Allowance, Residential Telephone, Mobile Bills of officers	ASO/SO-US	HOD
7.	Appointment of RTI authority	ASO/SO-US	DS/Director
8.	Cut Flowers & plants in office premises	ASO/SO-US	HOD
9.	Grant of permission to change the declared place of visit after commencement of journey	SO-US-DS/Dir	JS (Admin)
10.	Purchase of Air Tickets through authorized agency & settlement of Bills (* and permission, where necessary, subject to IFD approval)	ASO/SO-US	HOD/ (Secretary in special cases)
11.	Payment of cancellation charges of bus/rail/air fair	SO-US	DS/Dir /HOD
12.	Payment of monthly rent and CMS for office building.	ASO/SO-US	HOD

Note: - DS/Director (Admn.) / Under Secretary (GA) in the Department of AR & PG, who have been delegated the power of 'Head of Department' / 'Head of Office' respectively shall, in addition, exercise the powers as vested on these functionaries under the 'Delegation of Financial Powers Rules, 1958, FRs and SRs etc.' from time to time

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2. ADMINISTRATIVE REFORMS (AR) DIVISION**(a) Administrative Reforms.I (AR.I)**

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
PM's Awards of Excellence in Public Administration			
1.	Constitution of Screening Committee for PM's Awards	DS/Dir – JS – AS	Secretary
2.	Constitution of Expert Committee for PM's Awards	JS – AS – Secy	Cab Sec
3.	Constitution of Empowered Committee for PM's Awards	AS – Secy – MoS	PMO
4.	Advertisement in national dailies for inviting nominations for PM's Awards.	ASO / US – DS/Dir	JS
5.	Misc. Work relating to PM's Awards like publishing booklet on the initiatives, scrolls, medals, etc.	ASO/US – DS/Dir – JS	AS/Secy
6.	Approval for CSD programme	JS – AS – Secy – MoS	Cab Sec/PMO
7.	Booking of Vigyan Bhawan, Horticulture	ASO – US	DS/Dir
8.	Budget of Civil Services Day	ASO–US–DS/ Director –J S	Secy after IFD/Dept. of Exp concurrence
9.	Approval of Inaugural programme, Dias plan, etc. for CSD	JS – Secy	PMO
10.	Approval of knowledge partners/panelists	ASO/US–DS/Dir– JS/AS	Secretary

(b) Administrative Reforms.II (AR.II)

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Proceedings of National Good Governance Webinar Series	DS/Dir – JS – Secretary	MOS (PP)
2.	Messages by Hon. MoS for Good Governance Index and District Good Governance Index	DS/Dir – JS – Secretary	MOS (PP)
3.	Policy matters w.r.t Good Governance Index, District Good Governance Index and National Good Governance Webinar Series	DS/Dir – JS – Secretary	MOS (PP)
4.	Follow-up on policy decisions	US –DS/Dir – JS	Secretary
5.	Hiring of Knowledge Partner for Good Governance Index and District Good Governance Index	US –DS/Dir – JS	Secretary
6.	Meetings to be taken by Cabinet Secretariat regarding Worldwide Governance Index	US – DS/Dir – JS	Secretary
7.	Meetings to be taken by Secretary, DARPG regarding Good Governance Index and District Good Governance Index and Misc matters	US –DS/Dir – JS	Secretary

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8.	Periodical submission of progress status regarding Good Governance Index and District Good Governance Index	US –DS/Dir – JS	Secretary
9.	Meetings to be taken by Joint Secretary regarding Good Governance Index and District Good Governance Index and Misc matters	US –DS/Dir	Joint Secretary
10.	Monthly webinars under National Good Governance Webinar Series	US –DS/Dir	Joint Secretary
11.	References to IFD for sanction/release of payment	US –DS/Dir	Joint Secretary
12.	Reply to audit paras	US –DS/Dir	Joint Secretary
13.	Receipts received on miscellaneous subjects from other Divisions/Sections of the Department seeking inputs	US –DS/Dir	Joint Secretary
14.	Receipts received from other Ministries/Departments/external agencies for seeking comments/inputs etc	US –DS/Dir	Joint Secretary

3. ADMINISTRATIVE REFORMS COMMISSION (ARC) DIVISIONS

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Monitoring implementation of e-Office in Central Ministries / Departments/Offices	US–DS/Dir	Joint Secretary
2.	Award/Appreciation certificates for e-Office	US–DS/Dir–JS	MOS (PP)
3.	Release of funds for implementation of e-Office in Central Ministries/Departments	US–DS/Dir–JS	Secretary with IFD's concurrence
4.	Monthly D.O. for the Cabinet Secretary	US–DS/Dir–JS	Secretary
5.	Monthly summary for Cabinet	US–DS/Dir–JS–Secretary	MOS (PP)
6.	Follow up on Policy Decisions	DS/Dir–JS	Secretary
7.	Organization of workshops on eOffice	DS/Dir–JS–Secretary	MOS (PP)
8.	Booking of venues for organization of Workshops	US–DS/Dir	Joint Secretary
9.	Release of funds/expenditure in connection with workshops	US–DS/Dir	JS / Secretary with IFD's concurrence
10.	Misc. Reports and returns	US	DS/Dir

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4. ORGANIZATION & METHOD (O&M) DIVISION

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Policy on increasing efficiency in decision-making in Government	DS/Dir- JS- Secretary	Cabinet Secretary
2.	Follow up on Policy Decision	DS/Dir -JS	Secretary
3.	CSMoP Manual finalization	DS/Dir -JS	Secretary
4.	Special Campaign for Disposal of Pending Matters	US/DS/Dir -JS	Secretary
5.	Increasing efficiency in decision making	DS/Dir-JS	Secretary
6.	Hiring of PMU for SCDPM	US/DS/Dir -JS (IFD concurrence)	Secretary
National Centre for Good Governance (NCGG)			
1.	Appointment of the post of DG, NCGG	US/DS-JS-Secy	MoS (PP)-ACC
2.	Budget of NCGG	US/DS-JS (IFD concurrence)	Secretary
3.	Release of Grants-in-Aid to NCGG	US/DS-JS (IFD concurrence)	Secretary
4.	Laying of papers related to Annual Report of NCGG on the table of Lok Sabha / Rajya Sabha	US/DS-JS-Secy	MOS (PP)/LS/RS
5.	Creation of Posts in NCGG	DS-JS-Secy (IFD concurrence)	MOS(PP)/DoE
Miscellaneous			
1.	Reply to Audit Paras	US/DS-JS	Secretary
2.	Receipts received on miscellaneous subjects from other Divisions/Sections of the Department for seeking input	US-DS	JS
3.	Receipts received from other Ministries/Departments/external agencies for seeking comments/input etc.	US-DS	JS

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5. DOCUMENTATION & DISSEMINATION (D&D) DIVISION

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Publication of Minimum Government – Maximum Governance in e-book form		
	Selection of articles for Minimum Government - Maximum Governance and approval of the final content	AE/US–DS / Dir	Secretary
2.	Financial Assistance to State Governments /UT Administrations for professional documentation and dissemination of Good Governance Practices / SCI		
3.	Publication of Book		
	Selection of Articles	US– DS/Dir–JS	Secretary
	Selection of Agency for designing and editing of the Book	US– DS/Dir–JS	Secretary
	Approval to the final draft before publishing	US– DS/Dir–JS	Secretary
4.	Production of Documentary films on Best Practices		
	Selection of initiatives	US– DS/Dir–JS	Secretary
	Selection of Agency for production of documentary films	US– DS/Dir–JS	Secretary
	Approval to final version of films	US– DS/Dir–JS	Secretary
5.	Regional Conferences		
	Selection of Theme, venue, date and participating States/UTs	US–DS/Dir– JS –AS	Secretary/ MOS (PP)
	Publication of Proceedings of Regional Conference	AE/US–DS/Dir– JS	Secretary
6.	Media/Social Media		
		US–DS/Dir–JS	Secretary

6. E-GOVERNANCE (e-GOV) DIVISION**(a) e-Gov-I**

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
National Conference for e-Governance (NCeG)			
1.	Approval for finalization of venue for the NCeG	JS–AS–Secy	MOS (PP)
2.	Approval for engagement of Consultants and other related activities	US–DS/Dir–JS	AS/Secretary
3.	Approval for finalization of theme and sub-themes in consultation with MeitY	US–DS/Dir–JS/ AS	Secretary
4.	Approval of Committee for Compendium/other booklets, Selection of Speakers/Panelists for Plenary/break-out Sessions of NCeG	US–DS/Dir–JS/ AS	Secretary
5.	Approval for Printing, audio-video visuals and other related activities relating to NCeG (selection of Production team for film, taglines, creative for Backdrops, Standees, media Plan, Publication for advertisement, publications for booklet, proceedings relating to NCeG)	US–DS/Director– JS	AS/Secretary
National Awards for e-Governance (NAeG)			
6.	Approval of the Scheme for the NAeG	JS–AS–Secy	MOS (PP)
7.	Approval for the constitution of various	US–DS/Dir–JS/	Secretary

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	Committees, spot study and other related activities for processing of applications for Award	AS	
8.	Approval for finalization of Awards	DS/Dir-JS-AS-Secretary	MOS (PP)
Miscellaneous			
9.	Receipts received on miscellaneous subject from other Division/Section of the Department for seeking inputs	US-DS/Dir	Joint Secretary
10.	Receipts received from other Ministries/ Departments/ external agencies for seeking comments/inputs etc	US-DS/Dir	Joint Secretary

(b) e-Gov.II

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
National e-Governance Service Delivery Report (NeSDA)			
1.	Approval for appointment of Consultant/PMU for undertaking NeSDA	US-DS/Dir-JS/AS	Secretary
2.	Approval for finalization of NeSDA Survey Framework	US-DS/Dir-JS/AS	Secretary
3.	Conducting review meetings with PMU/SPoCS	US-DS/Dir	JS/AS/Secretary
4.	Processing of Bills/invoice by PMU	US-DS/Dir	JS
5.	Approval for acceptance of NeSDA Report	DS/Dir-JS-AS-Secy	MOS (PP)
National e-Governance Service Delivery Report (NeSDA) Way Forward Monthly Report			
6.	Approval for appointment of Consultant/PMU for undertaking NeSDA Way Forward	US-DS/Dir-JS/AS	Secretary
7.	Approval for finalization of NeSDA Way Forward Survey Framework	US-DS/Dir-JS/AS	Secretary
8.	Conducting review meetings with PMU/SPoCS	US-DS/Dir	JS/AS/Secretary
9.	Processing of Bills/invoice by PMU	US-DS/Dir	JS
10.	Approval for acceptance of NeSDA Way Forward Report	DS/Dir-JS/AS	Secretary
Vision India-2047			
11.	Convening meeting of Advisory Group	US-DS/Dir-JS/AS-Secy	MOS (PP)
12.	Convening meeting of Working Groups	US-DS/Dir-JS/AS	Secretary
13.	Convening meeting with IITMRP	US-DS/Dir-JS/AS	Secretary

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7. INTERNATIONAL EXCHANGE & COOPERATION (IE&C) DIVISION

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
1.	Strengthening of exchange and cooperation through the existing MOUs signed with countries as per the provisions laid down therein	SO/US-DS/Dir-JS	AS/Secretary
2.	IBSA Cooperation programme	SO/US-DS/Dir-JS	AS/Secretary
3.	Strengthening of exchange of cooperation with international organizations namely Institute of Administrative Sciences (IIAS) Brussels, Belgium	SO/US-DS/Dir-JS	AS/Secretary
4.	Exploring areas of cooperation with other countries/international organizations in the field of public administration and governance reforms	US/DS/Dir-JS- AS/ Secretary	MOS (PP)
5.	Coordination and providing logistical support, including protocol formalities with regard to various activities related to international exchange and cooperation	SO/US-DS/Dir-JS	AS/Secretary
6.	Processing cases of deputation abroad of MOS(PP), Secretary (AR&PG), SS (AR&PG) etc. involving approval of PM / Screening Committee of Secretaries / MEA and liaison with India Mission abroad	US/DS/Dir-JS-AS -Secretary	MOS (PP)

8. PUBLIC GRIEVANCES (PG) DIVISION

Sl. No.	Types of Cases	Channel of Submission	Level of Final Disposal
1.	All Policy Decisions	DS/Dir- JS -AS	Secy/MOS(PP)
2.	Citizens Charter - Review of Citizens' / Client's Charter of DARPG	US- DS/Dir- JS	AS
3.	CPGRAMS integration with State / UT public grievance redressal system	US- DS/Dir- JS	AS/Secretary
4.	CPGRAMS Reforms and its implementation in Ministries/Deptts	US- DS/Dir- JS	AS
5.	All matters relating to budget and releases in PG Div	US- DS/Dir-JS	AS
6.	Routine matters relating to payments to manpower	ASO/SO- US	DS/Director
7.	Training of new version(s) of Centralized Public Grievances Redress and Monitoring System (CPGRAMS) Appellate Authority modules for personnel in Central Government Ministries/ Departments/ Organizations	US- DS/Dir/TD(NIC)	Joint Secretary
8.	Various monthly/quarterly/ six monthly/ annual reports required to be sent to Administration, or received in the Division on GRM / Citizen's Charter / IFC etc.	US	DS/Director
9.	Technology Upgradation	US-DS/Dir- JS	AS/Secretary
10.	Capacity Building	US-DS/Dir- JS	AS/Secretary

NOTE:

1. Reminder/ Routine information whether called for or provided where no decision is involved or no financial sanction is involved shall be dealt at single level at US/ DS/ Dir.
2. US/ DS/ Dir may take help of ASO/SO in processing the files and drafting notes if needed.