

**DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES  
(MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS)**

**ROLES AND RESPONSIBILITIES**

**The particulars of its organization, functions and duties:**

The Department of Administrative Reforms and Public Grievances is the nodal agency of the Government of India for administrative reforms as well as redress of public grievances relating to the States in general and grievances pertaining to Central Government agencies in particular. The Department disseminates information on important activities of the Government relating to administrative reforms and public grievance redressal through publications and documentation. The Department also undertakes activities in the field of international exchange and cooperation to promote public service reforms.

**The powers and duties of its officers and employees:**

The Department of AR&PG is under Ministry of Personnel, Public Grievances and Pensions and is headed by a Secretary. The Department has one Additional Secretary, three Joint Secretaries and five divisional heads namely (i) Director (Documentation and Dissemination), (ii) Deputy Secretary (ARC and O&M) (iii) Deputy Secretary (e-Gov.), (iv) Deputy Secretary (Public Grievances) (v) Deputy Secretary (Administrative Reforms and IE&C), and one Joint Secretary is a Divisional Head of Administration. In the Department, for major policy decisions, the file is submitted through the divisional heads to Additional Secretary/Joint Secretary to Secretary and finally to Minister of State for Personnel, Public Grievances and Pensions. Besides, the Joint Secretary (Administration) is also designated as Head of the Department (HoD) and Under Secretary (General Administration) is designated as Head of Office (HoO) and exercises financial, administrative powers as per laid down procedures and rules of Government of India.

**OFFICERS OF THE DEPARTMENT**

**Shri K V Eapen, Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 514, Fifth Floor, Sardar Patel Bhavan, New Delhi - 110001  
Tel.No. 011- 23742546 TeleFax: 011-23742133

**Smt. Vasudha Mishra, Additional Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 509 Fifth Floor, Sardar Patel Bhavan, New Delhi - 110001  
Tel.No.011-23741004 Fax: 011-23741005

**Smt. Smita Kumar Joint Secretary (AR)**

Department of Administrative Reforms and Public Grievances,  
Room No. 508 Fifth Floor, Sardar Patel Bhavan, New Delhi – 110001  
Tel.No.011-23360208 Fax: 011- 23360352

**Ms. Kiran Puri, Joint Secretary (e-Gov.)**

Department of Administrative Reforms and Public Grievances,  
Room No. 507 Fifth Floor, Sardar Patel Bhavan, New Delhi - 110001  
Tel. No. 011-23401406 Fax: 011-23360331

**Shri Vanraj A. Chavda, Joint Secretary (Admn. & Coord)**

Department of Administrative Reforms and Public Grievances,  
Room No. 515A Fifth Floor, Sardar Patel Bhavan, New Delhi - 110001  
Tel. No. 011-23745472

## **ALLOCATION OF WORK IN THE DEPARTMENT**

### **1) ADMINISTRATION AND COORDINATION DIVISION**

#### **(A) ADMINISTRATION & COORDINATION**

**Shri Vanraj A. Chavda, Joint Secretary**

Room No.515A, Tel.No.23745472 Intercom.No.408

**Shri Arun Kumar Sarkar, Under Secretary (General Admn & Coord.)**

Room No.518A, Tel: 23401441 Intercom: 441

**Shri Khamchin Naulak, Under Secretary (Admin.)**

Room No.518A, Tel: 23401453 Intercom: 453

**Shri Rakesh Chandra, Section Officer (Admin & Gen. Admn.)**

Room No. 524B, Tel: 23401488 Intercom: 488

#### **(B) OFFICIAL LANGUAGE**

**Shri Vanraj A Chavda, Joint Secretary**

Room No.515A Tel.No.23745472 Intercom.No.408

**Shri Naveen Kumar Bohra, Assistant Director**

Room No.518, Tel: 23401439 Intercom: 439

#### **WORK ALLOCATED**

1. All establishment matters of Group A, B, C & D officers and staff of the Department.
2. Work relating to FR &SR
3. Budget, Cash & Accounts.
4. Coordination
5. Parliamentary Standing Committee - including all Parliamentary matters.
6. Implementation of RTI Act in the Department.
7. Implementation of Official Language Policy.
8. Swachhta Action Plan.
9. Procurement, maintenance of office equipments and stationeries
10. General Administration, Office maintenance etc.
11. Any other subject allocated by the Secretary (AR&PG).

### **2) INTERNATIONAL EXCHANGE & COOPERATION DIVISION**

**Smt. Smita Kumar Joint Secretary**

**Shri Satish Kerba Jadhav, Deputy Secretary**

Room No. 510, Tel: 23743030 Intercom: 404

**Shri J. K. Ambawani, Under Secretary**

Room No. 505C, Tel: 23401476 Intercom: 476

**Shri Rajiv Sharma, Under Secretary**

Room No. 505C, Tel: 23401475 Intercom: 475

#### **WORK ALLOCATED**

1. International exchange and cooperation in the field of Civil Services, Personnel Management and Public Administration.
2. Interaction with Commonwealth Association for Public Administration and Management (CAPAM) and International Institute of Administrative Sciences, Brussels, Belgium.
3. GOI-UNDP Project: Strengthening Public Administration and Governance.
4. Capacity building in the field of Public Administration and Governance
5. Any other subject allocated by the Secretary (AR&PG).

### **3) ADMINISTRATIVE REFORMS DIVISION**

**Smt. Smita Kumar, Joint Secretary**

**Shri Satish Kerba Jadhav, Deputy Secretary**

Room No.510 Tel: 23743030 Intercom: 404

**Shri Sandeep Prasad, Under Secretary**

Tel: 23401428 Room No.518D Intercom: 428

**Shri Gya Prasad, Under Secretary**

Tel: 23401415 Room No. 518 B Intercom: 415

**Smt. Namrata Kumari, Section Officer**

Room No. 518, Tele.No. 23401433 Intercom: 433

#### **WORK ALLOCATED**

1. Civil Services Day
2. Prime Minister's Award for Excellence in Public Administration
3. Case Studies on Good Governance
4. State Collaboration Initiative projects
5. Inter Services Workshop
6. A. R. Initiatives
7. Design & Development of Good Governance Index
8. Replication of PM Awarded Initiatives
9. National Centre for Good Governance (NCGG)
10. Any other subject allocated by the Secretary (AR&PG)

### **4) ARC DIVISION**

**Smt. Smita Kumar, Joint Secretary**

**Shri Anurag Srivastava Deputy Secretary**

Room No. 515 Tel: 23362325 Intercom: 410

**Shri R Rajendar Goud, Under Secretary**

Tele.No.23401426 Room No. 518-C Intercom: 426

**Shri Sunil Kumar Singh, Section Officer**

Room No. 518, Tele No: 23401432 Intercom: 432

#### **WORK ALLOCATED**

1. Clarification/Parliament Question relating to 2nd ARC
2. Parliamentary matters/Standing Committee matters relating to Administrative Reforms
3. Monitoring implementation of e-Office in central Ministries/Departments
4. Monitoring implementation of Guidelines for Indian Government Website
5. Monitoring implementation of Reforms initiative like abolition of Affidavits/Self attestation.
6. Zonal Council meetings
7. Monthly report of Secretary (AR&PG) to Cabinet Secretary on significant events
8. Any other subject allocated by the Secretary (AR&PG)

## 5) E-GOVERNANCE DIVISION

**Ms. Kiran Puri, Joint Secretary**

**Shri Anurag Srivastava, Deputy Secretary**

Room No. 515 Tel: 23362325 Intercom: 410

**Shri Din Dayal, Under Secretary**

Room No. 505A Tel: 23367966 Intercom: 457

**Smt. Vibhuti Panjiyar, Under Secretary**

Room No. 505B Tel: 23401456 Intercom: 456

**Shri K S Nagendra, Section Officer**

Room No.505 Tele. No. 23401481 Intercom: 481

### WORK ALLOCATED

1. Organization of National Conference on e-Governance and all associated activities including National Award on e-Governance initiatives, evaluation exercise, award scheme, interaction with consultants, procurement of trophy etc.
2. Conference publications, certificates, background paper, research paper etc.
3. Development of Case Studies for projects awarded with National e-Governance Award.
4. Replication of e-Governance initiatives
5. Internet/DARPG Website/E-Mail guidelines and related issues/Cyber Security Policy/IPv6 policy
6. National Institute of Smart Governance (NISG) Board meetings and follow-up action
7. National Index on e-Governance

## (6) PUBLIC GRIEVANCES DIVISION

**Smt. Smita Kumar, Joint Secretary**

**Smt. Sumita Das Gupta, Deputy Secretary**

Room No. 508A, Tel: 23401409 Intercom: 409

**Shri UK Mukherjee, Under Secretary**

Room No. 504, Tel: 23401474 Intercom: 474

**Shri Ajit Kumar Sah, Under Secretary**

Room No. 505D, Tel: 23401468 Intercom: 468

**Smt. Pratibha Ahuja, Under Secretary**

Room No. 505D Tele.No.23401467 Intercom 467

**Smt. Prisca Mathew, Under Secretary**

Room No. 518D Tele No.23401429 Intercom: 429

**Smt. Anita Arora, Section Officer, Room No. 505 Tele No.23401465 Intercom: 465**

**Smt. Madhurima Rampal, Section Officer Room No. 505 Tele No.23401465 Intercom:465**

**Shri V. R. Muthu Kumar, Section Officer Room No. 505 Tele No.23401457 Intercom: 458**

### WORK ALLOCATED

1. Implementation of Quality Management System “Sevottam” in the Ministries and Departments of GOI and in State Governments/UT Administration.
2. Formulation and implementation of Sevottam compliant Citizens/ Clients Charter and any other activities related to formulation, implementation and review of CC in the Govt. of India Ministries, Departments and its organisations and also States and UTs.
3. Updation of Citizens Charter and the website [www.goicharters.nic.in](http://www.goicharters.nic.in) maintained by the Division with technical support from NIC.
4. Secretariat assistance to the Standing Committee headed by Cabinet Secretary in respect of redress of grievances of the officers of the level of JS and above.
5. Work relating to Centralised Public Grievance Redress and Monitoring (CPGRAM) as developed in the Division with technical support from NIC at <http://pgportal.gov.in>.
6. Training of officers in all Ministries/Departments of Govt. of India on CPGRAMS.

7. Monitoring and Review of pendency in redress of grievances in all Central Ministries/Departments.
8. Forwarding of Public Grievances pertaining to the State Govts. and UT Administrations.
9. Matters relating to Parliamentary Standing Committee on Public Grievances.
10. Formulation of guidelines/instructions to improve redress mechanism of the GOI.
11. Reforms to improve public service delivery in Central Ministries/Depts. and in State Governments as per their willingness.
12. Coordination of Budget, Administration, Annual Action Plan of PG Division.
13. Strengthening and Capability Building of State Administrative Training Institutes for imparting training in Quality Management System for improving public Service delivery.
14. Any other subject allotted by the Secretary (AR&PG).

## **(7) DOCUMENTATION AND DISSEMINATION DIVISION**

**Smt. Smita Kumar, Joint Secretary**

**Smt. Alpana Sukla Rao Director**

Room No.516 Tel: 23362369 Intercom: 407

**Shri Jitendra Sihwag, Under Secretary**

Room No.505E Tel: 23744391 Intercom: 473

**Shri Dhananjay Kumar, Under Secretary**

Room No.505E, Tel: 23401445 Intercom: 445

**Shri Ambrish B. Kishore, Asstt. Editor**

Room No.505F, Tel: 23401469 Intercom: 469

**Shri Santosh Kumar, Section Officer (D&D)**

Room No.505F, Tel: 23401470 Intercom: 470

**Shri Rakesh Kumar Pal, Asstt. Library cum Information Officer**

Room No.501, Tel: 23401477 Intercom: 477

### **WORK ALLOCATED**

1. Financial Assistance to State Governments/UT Administrations for professional documentation and dissemination of 'Good Governance Practices.
2. Series of Presentations on best practices
3. Regional Conferences
4. Publication of Book
5. Production of Documentary Films on Best Practices
6. Research & Evaluation Studies on Good Governance Initiatives
7. Publication of six monthly e-journal 'Minimum Government – Maximum Governance'

## **(8) O & M Division**

**Smt. Smita Kumar, Joint Secretary**

**Shri Anurag Srivastava, Deputy Secretary**

Room No.515 Tel.No.23362325 Intercom.No.410

**Smt. Renu Arora, Under Secretary**

Room No.518C, Tel: 23401427 Intercom: 427

### **WORK ALLOCATED**

1. Implementation of component "Modernisation of Government Offices" under the Scheme for Administrative Reforms.
2. Publication and updating of the Central Secretariat Manual of Office Procedure (CSMOP).
3. Publication and updating of the Central Secretariat Manual of e-Office Procedure (CSMeOP).
4. Aiding and advising the State Governments on O&M aspects
5. Publication and updating of Record Retention Schedule (RRS) in respect of records to all Departments.
6. Any other subject allocated by the Secretary (AR&PG).