

**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, two Joint Secretaries and seven divisional heads namely (i) Director (Documentation and Dissemination); (ii) Deputy Secretary (ARC); (iii) Deputy Secretary (e-Gov.); (iv) Deputy Secretary (Admn & PG); (v) Deputy Secretary (AR and IE&C); (vi) Deputy Secretary (O&M); and (vii) Deputy Secretary (GA). 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

Shri V Srinivas, 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

Shri V Shashank Shekhar, 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

ALLOCATION OF WORK IN THE DEPARTMENT

1) ADMINISTRATION AND COORDINATION DIVISION

Shri V Shashank Shekhar, *Joint Secretary*

Room No. 508 Fifth Floor, Sardar Patel Bhavan, New Delhi – 110001

Tel.No.011-23360208 Fax: 011- 23360352

Smt. Prisca Mathew, *Deputy Secretary*

Room No.514, Tel: 23401429 Intercom: 429

Shri Ajit Kumar Sah, *Deputy Secretary*

Room No.515, Tel: 23401408 Intercom: 408

Shri Khamchin Naulak, *Under Secretary*

Room No.524, Tel: 23401453 Intercom: 453

Shri Rakesh Chandra, *Section Officer*

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

Shri R H Kujur, *Section Officer/DDO*

Room No. 524B, Tel: 23401447 Intercom: 447

Shri Naveen Kumar Bohra, *Assistant Director (OL)*

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. General Administration, Office maintenance etc.
3. Budget, Cash & Accounts.
4. General Coordination including Parliamentary matters.
5. Implementation of RTI Act in the Department.
6. Implementation of Official Language Policy.
7. Work relating to FR &SR
8. Any other subject allocated by the Secretary (AR&PG).

2) INTERNATIONAL EXCHANGE & COOPERATION DIVISION

Shri V Shashank Shekhar, *Joint Secretary*

Shri Sandeep M Prasad, *Deputy Secretary*

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

Shri J. K. Ambawani, *Under Secretary*

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

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. UNDP Project: Strengthening Public Administration and Governance.
4. Any other subject allocated by the Secretary (AR&PG).

3) ADMINISTRATIVE REFORMS DIVISION

Shri V Shashank Shekhar, *Joint Secretary*

Shri Sandeep M Prasad, *Deputy Secretary*

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

Shri Gya Prasad, *Under Secretary*

Tel: 23401415 Room No. 518D 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. Any other subject allocated by the Secretary (AR&PG).

4) ARC DIVISION

Ms. Kiran Puri, *Joint Secretary*

Shri Sandesh Saxena, *Deputy Secretary*

Room No. 515 Tel: 23362325 Intercom: 410

Shri Kumar Sanjeet, *Under Secretary*

Tele.No.23401455 Room No. 518-C Intercom: 455

Shri Sunil Kumar Singh, *Section Officer*

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

WORK ALLOCATED

1. Follow up action with the Nodal Ministries and the States regarding Institutional Mechanism relating to the implementation of the accepted recommendations of the Administrative Reforms Commission.
2. Action taken status on each of Administrative Reforms Commission Reports to the Cabinet.
3. Parliamentary matters / Standing Committee matters relating to Administrative Reforms.
4. Any other subject allocated by the Secretary (AR&PG).

5) E-GOVERNANCE DIVISION

Ms. Kiran Puri, *Joint Secretary*

Shri Satish Kerba Jadhav, *Deputy Secretary*

Room No.510 Tel: 23743030 Intercom: 404

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. Coordinating and supporting implementation of National e-Governance Plan through:
(i). National Conference on e-Governance. (ii) National awards on e-Governance. (iii) e-Office Mission Mode Project

(6) PUBLIC GRIEVANCES DIVISION

Shri V Shashank Shekhar, *Joint Secretary*

Smt. Prisca Mathew, *Deputy Secretary*

Room No.514, Tel: 23401429 Intercom: 429

Shri Lakshmi Kanta Halder, *Under Secretary*

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

Smt. Pratibha Ahuja, *Under Secretary*

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

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 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. Issue of Guidelines on Information and Facilitation Centre (IFC).
13. Updation of the list of Director of Grievances and Issue of Advertisement in national dailies for nationwide publicity for facility of the citizens in the country, subject to budget allocation.
14. Coordination of Budget, Administration, Annual Action Plan and RFD activities of PG Division.
15. Strengthening and Capability Building of State Administrative Training Institutes for imparting training in Quality Management System for improving public Service delivery.
16. Organizing workshops on reforms in public service delivery for Central Ministries Departments and at District level.
17. Extending online CPGRAM with local language interface to State Governments as per their willingness.
18. Work relating to Right based legislation for time bound service delivery and grievance redress.
19. Any other subject allotted by the Secretary (AR&PG).

(7) DOCUMENTATION AND DISSEMINATION DIVISION

Shri V Shashank Shekhar, *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*

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

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

Room No.501, Tel: 23401477 Intercom: 477

Smt. Pushpa Batra, *Section Officer*

Room No.505F, Tel: 23401472 Intercom: 472

WORK ALLOCATED

1. Identification, documentation and dissemination of best practices.
2. Publication of monthly newsletter "Civil Services News" (CSN).
3. Publication of quarterly journal "Management in Government" (MIG).
4. Publication of a book on Best Practices.
5. Organization of Presentation on Best Practices.
6. Production of documentary films on best practices.
7. Grant of financial assistance to the State Governments for professional documentation of best practices.
8. Research and Evaluation studies.
9. Governance Knowledge centre web portal.
10. Any other subject allocated by the Secretary (AR&PG).

(8) O & M Division

Shri V Shashank Shekhar, *Joint Secretary*

Smt. Renu Arora, *Deputy Secretary*

Room No.515 Tel.No.23362325 Intercom.No.427

Smt. Namrata Kumari, *Section Officer* Room No.518 Tel: 23401455 Intercom: 433

WORK ALLOCATED

1. Formulation and implementation of common office procedures.
2. Publication and updating of the CSMOP and implementation of its provisions.
3. Aiding and advising the State Governments on O&M aspects
4. Quality Management in Government including laying down norms and standards for processes.
5. RFD-Co-Ordination.
6. Any other subject allocated by the Secretary (AR&PG).