

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

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

The Department of Administrative Reforms and Public Grievances (DAR&PG) 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 DAR&PG is under the Ministry of Personnel, Public Grievances and Pensions and is headed by Secretary. Presently, the Department has one Additional Secretary, two Joint Secretaries and Divisional heads of Deputy Secretary/Director level for each division viz. Administration (Admin); Administrative Reforms (AR); Administrative Reforms Commission (ARC); Documentation & Dissemination (D&D); E-Governance (e-Gov); International Exchange & Cooperation (IE&C); Organization & Methods (O&M); and Public Grievances (PG). The file is submitted through the divisional heads to Joint Secretary/Additional Secretary to Secretary and finally to Minister of State for Personnel, Public Grievances and Pensions for major policy decisions in the Department. The DS/Director (Admin) is designated as Head of the Department (HoD) and Under Secretary (Admin.II/General Administration) is also 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 V Srinivas, Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 513, Fifth Floor, Sardar Patel Bhavan,  
New Delhi - 110 001  
Tel. No. 011- 23742133

**Shri Puneet Yadav, Additional Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 510 Fifth Floor, Sardar Patel Bhavan,  
New Delhi - 110001  
Tel.No.011-23741004

**Ms. Sarita Chauhan, Joint Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No.508 Fifth Floor, Sardar Patel Bhavan,  
New Delhi – 110001  
Tel.No.011-23360331

**Ms. Jaya Dubey, Joint Secretary & CVO**

Department of Administrative Reforms and Public Grievances,  
Room No.507 Fifth Floor, Sardar Patel Bhavan,  
New Delhi – 110001  
Tel.No.011-23360208

## **DIVISION-WISE OFFICERS AND ALLOCATION OF WORK**

### **1) ADMINISTRATION DIVISION**

#### **DS/Director**

- **US (Admin.I/Estt)**
  - **Section Officer (Admin.I/Estt)**
  - **Section Officer (Cash/DDO)**
  - **Assistant Director (Official Language)**
- **US (Admin.II/GA)**
  - **Section Officer (Admin.II/GA)**

### **WORK ALLOCATION**

#### **(a) ADMIN.I/ESTABLISHMENT**

- All establishment matters of Group A, B & C (excluding MTS, Staff Car Driver, Despatch Rider) officers and staff of the Department.
- All vigilance matters of Group A, B & C (excluding MTS, Staff Car Driver, Despatch Rider) officers and staff of the Department and Monthly/Quarterly Reports for Vigilance matter
- Maintenance of Immovable Property Return of Group A, B, C officers/staff of the Department.
- Deputing Group B and C officials for various Training Programmes.
- Monitoring of implementation of Official Language through Hindi unit of DARPG.
- Finalization and monitoring of Budget/RE of DARPG, Cash & Accounts including audit matters.
- Medical Reimbursement.
- GPF Advance.
- Court Cases on establishment.

#### **(b) ADMIN.II/GENERAL ADMINISTRATION**

- Coordinating/collating of inputs in respect of DARPG sought for by various Ministries/ Departments on Cabinet Notes, Policy matters, etc.
- Parliamentary Standing Committee - including all Parliament questions and matters raised under Rule 377 in Lok Sabha and Rajya Sabha pertaining to DARPG.
- Responsible for *suo motu* (proactive) disclosure under RTI Act in respect of CPIOs/Appellate Authorities and also Nodal CPIO for the Department.
- To make schedule and monitoring of Swachhta Action Plan in respect of DARPG.
- Procurement, maintenance of office equipment and stationeries.
- All establishment matters of Group C viz. MTS, Staff Car Driver, Despatch Rider officials of the Department.
- General Administration (LTC and Leave Encashment, Children Education Allowances, Office maintenance, etc.).
- Advances on HBA, Computer.
- Coordinating/collating of inputs in respect of DARPG for Annual Report and Other Reports
- Departmental Record Room.
- All work related to Azadi Ka Amrit Mahotsav.
- Any other subject allocated by the Secretary (AR&PG).

## **2) ADMINISTRATIVE REFORMS (AR) DIVISION**

### **DS/Director**

- **Under Secretary I**
- **Under Secretary II**
  - **Section Officer (AR I & II)**

### **WORK ALLOCATED**

- Civil Services Day
- Prime Minister's Award for Excellence in Public Administration
- Case Studies on Good Governance
- State Collaboration Initiative projects
- Administrative Reforms Initiatives
- National Centre for Good Governance (NCGG)
- Any other subject allocated by the Secretary(AR&PG)

## **3) ADMINISTRATIVE REFORMS COMMISSION (ARC) DIVISION**

### **DS/Director**

- **Under Secretary**
  - **Section Officer**

### **WORK ALLOCATED**

- Follow up action with the Nodal Ministries and the States regarding Institutional Mechanisms relating to the implementation of the accepted recommendations of the 2<sup>nd</sup> ARC
- Parliamentary matters / Standing Committee matters relating to the 2<sup>nd</sup> ARC
- Implementation of e-Office Mission Mode Project (MMP) in Central Government Ministries/Departments
- Release of Funds for Implementation of e-office Mission Mode Project(MMP) in Central Government Ministries/Departments
- Co-ordination in the Implementation of e-office in all the states of the North Eastern Region
- Workshops/Conferences/webinars on implementation of e-office in Central Government Ministries/Departments
- Monitoring of compliance of Guidelines for Indian Government Websites (GIGW) in Central Government Ministries/Departments.
- Any other subject allocated by the Secretary(AR&PG)

## **4) DOCUMENTATION AND DISSEMINATION (D&D) DIVISION**

### **DS/Director**

- **Under Secretary I**
- **Under Secretary II**
  - **Section Officer (D&D I & II)**
  - **Assistant Editor**
  - **Assistant Library & Information Officer**

## **WORK ALLOCATED**

- Identification, documentation and dissemination of Best Practices.
- Publication of Departmental Magazine in e-Book format “Minimum Government – Maximum Governance (MGMG).
- Publication of Coffee Table book on Best Practices.
- Production of documentary films on best practices.
- Grant of financial assistance to the State Governments for professional documentation of Best Practices.
- Organizing Regional Conference on implementation of Good Governance practice.
- Any other subject allocated by the Secretary (AR&PG).

### **5) e-GOVERNANCE (e-Gov) DIVISION**

#### **DS/Director**

- **Under Secretary I**
- **Under Secretary II**
  - **Section Officer (e-Gov I & II)**

## **WORK ALLOCATED**

Coordinating and supporting implementation of National e-Governance Plan through:

- National Conference on e-Governance.
- National awards for e-Governance.
- Matters relating to e-Governance Training Plan
- National e-Governance Services Delivery Assessment (NeSDA)
- Case studies on Awarded e-Governance Projects.
- Internet/DARPG website/e-mail guidelines and related issues/ Cyber Security Policy/IPv6 policy
- Vision India@2047

### **6) INTERNATIONAL EXCHANGE & COOPERATION (IE&C) DIVISION**

#### **DS/Director**

- **Under Secretary I**
- **Under Secretary II**
  - **Section Officer (IE&C I & II)**

## **WORK ALLOCATED**

- International exchange and cooperation in the field of Civil Services, Personnel Management, Public Administration.
- Interaction with International Institute of Administrative Sciences, Brussels, Belgium.
- UNDP Project: Strengthening Public Administration and Governance.
- Any other subject allocated by the Secretary (AR&PG).

## **7) ORGANIZATION & METHOD (O&M) DIVISION**

### **DS/Director**

- **Under Secretary**
  - **Section Officer**

### **WORK ALLOCATED**

- Formulation and implementation of common office procedures
- Publication and updating of the CSMOP and implementation of its provisions
- Aiding and advising on O&M aspects
- Allocation of fund for modernization of the Government offices
- Any other subject allocated by the Secretary (AR&PG)

## **8) PUBLIC GRIEVANCES (PG) DIVISION**

### **DS/Director**

- **Under Secretary I**
- **Under Secretary II**
  - **Section Officer (PG I & II)**
- **Under Secretary III**
- **Under Secretary IV**
  - **Section Officer (PG III & IV)**

### **WORK ALLOCATED**

- Activities related to updation/review of Citizen's Charter of all Ministries/Departments of Govt. of India and uploading of the same on [www.goicharters.nic.in](http://www.goicharters.nic.in).
- Work relating to Centralized Public Grievance Redress and Monitoring (CPGRAM) as developed in the Division with technical support from NIC at <http://pgportal.gov.in>
- Training of officers in all Ministries/Departments/Subordinate organisations of Govt. of India on CPGRAMS.
- Monitoring and Review of pendency in redress of grievances in all Central Ministries/Departments through review meetings.
- Formulation of guidelines/instructions to improve redress mechanism in GOI.
- Reforms to improve online CPGRMS in Central Ministries/Departments and in State Governments as per their willingness.
- Strengthening and Capacity Building of State Administrative Training Institutes for imparting training in Quality Management System for improving public Service delivery (SEVOTTAM).
- Organizing workshop on reforms in public service delivery for Central Ministries/Departments.
- One Nation-one Portal
- Feedback Call Centre
- Any other subject allotted by the Secretary (AR&PG).