

**MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS 0DEPARTMENT  
OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES**

**ROLES AND RESPONSIBILITIES**

**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 two Joint Secretaries and six Divisional heads namely (i) Director (Admin. & General Admin); (ii) Director (PG);(iii) Deputy Secretary (Documentation & Dissemination and IE&C); (iv) Deputy Secretary (NCGG) (v) Deputy Secretary (e-Gov and AR); and (vi) Deputy Secretary (ARC and O&M). 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 Director(Admin. & General 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 V Srinivas, Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 514, Fifth Floor, Sardar Patel Bhavan,  
New Delhi - 110 001  
Tel. No. 011- 23742133 Fax: 011-23742546

**Shri Amar Nath, Additional Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 510 Fifth Floor, Sardar Patel Bhavan,  
New Delhi - 110001  
Tel.No.011-23741004 Fax: 011-23741005

**Shri NBS Rajput, Joint Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No.508 Fifth Floor, Sardar Patel Bhavan,  
New Delhi – 110001  
Tel.No.011-23360331 Fax: 011-23360352

**Smt. Jaya Dubey, Joint Secretary**

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

## WORK/DUTIES OF ITS OFFICERS AND EMPLOYEES

### 1) ADMINISTRATION DIVISION

#### (ESTABLISHMENT)

**Shri Narendra Kumar Meena, Director**  
Room No. 516, Tel: 23362369 Intercom: 407

**Shri Khamchin Naulak, Under Secretary (Admin.I)**  
Room No.524B, Tel: 23401453 Intercom: 453

**Shri R H Kujur, Section Officer/DDO**  
Room No. 524, Tel: 23401447 Intercom: 447

**Smt. Preeti Singh Shishodia, Section Officer (Admn.I)**  
Room No. 524B, Tel: 23401444 Intercom: 444

**Smt. Saroj Giri, Assistant Director (OL)**  
Room No. 518, Tel: 23401432 Intercom: 432

#### WORK ALLOCATED

- 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.

#### (GENERAL ADMINISTRATION & COORDINATION)

**Shri Narendra Kumar Meena, Director**  
Room No. 516, Tel: 23362369 Intercom: 407

**Shri Gya Prasad, Under Secretary (Admn.II/GA)**  
Room No. 518D, Tel: 23401415 Intercom: 415

**Shri Mithlesh Singh, Section Officer (Admn.II/GA)**  
Room No. 524B, Tel: 23401450 Intercom: 450

#### WORK ALLOCATED

- 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 moto* (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) INTERNATIONAL EXCHANGE & COOPERATION (IE&C) DIVISION

**Smt. Renu Arora, Deputy Secretary**

Room No.509 Tel: 23401414 Intercom: 414

**Shri Balbir Singh, Under Secretary**

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

**Shri Dharam Pal Arora, Under Secretary**

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

### 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).

## 3) ADMINISTRATIVE REFORMS (AR) DIVISION

**Smt. Prisca Mathew, Deputy Secretary**

Room No.517, Tel: 23401429 Intercom: 429

**Vacant, Deputy Secretary (NCGG)**

Room No.516, Tel: 23401408 Intercom: 408

**Shri Sanjeev Shrivastava, Under Secretary (AR-I)**

Room No. 505B Tel: 23401457 Intercom: 457

**Shri Rakesh Chandra, Under Secretary(AR-II)**

Room No. 524B Tel: 23401488 Intercom: 488

### 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).

#### 4) ADMINISTRATIVE REFORMS COMMISSION (ARC) DIVISION

**Shri Ajit Kumar Sah, Deputy Secretary**

Room No. 516 Tel: 23401408 Intercom: 408

**Shri Sunil Kumar Singh, Under Secretary**

Room No. 518, Tele No: 23401455 Intercom: 455

##### WORK ALLOCATED

- Follow up action with the Nodal Ministries and the States regarding Institutional Mechanism relating to the implementation of the accepted recommendations of the 2nd Administrative Reforms Commission.
- Parliamentary matters / Standing Committee matters relating to 2<sup>nd</sup> Administrative Reforms Commission
- 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 Implementation of e-office in all the states of 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).

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

**Smt. Prisca Mathew, Deputy Secretary**

Room No.517, Tel: 23401429 Intercom: 429

**Smt. Sarita Taneja, Under Secretary(e-Gov –I)**

Room No. 505D Tele.No.23401474 Intercom 474

**Smt. Vibhuti Panjiyar, Under Secretary (e-Gov-II.)**

Room No. 505B Tel: 23401456 Intercom: 456

##### 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

## 6) PUBLIC GRIEVANCES (PG) DIVISION

**Shri Satish Kerba Jadhav**, *Director*

Room No.511 Tel: 23743030 Intercom: 404

**Shri Tirth Ram**, *Under Secretary*

Room No. 518D Tele.No.23401463 Intercom 463

**Shri Kamal Kumar Thakur**, *Under Secretary*

Room No. 518D, Tel: 23401428 Intercom: 428

**Smt. Sunila Bagga**, *Under Secretary*

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

**Smt. Priyanka Kapoor**, *Section Officer*

Room No. 505 Tele No.23401492 Intercom: 492

### 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 Centralised 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 workshops 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).

## 7) DOCUMENTATION AND DISSEMINATION (D&D) DIVISION

**Smt. Renu Arora**, *Deputy Secretary*

Room No.506 Tel.No.23401414 Intercom.No.414

**Shri Ravi Kosuri**, *Under Secretary*,

Room No.505E Tel: 23401473 Intercom: 473

**Shri Santosh Kumar**, *Under Secretary*

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

**Vacant**, *Asstt. Editor*

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

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

Room No.501, Tel: 23401477 Intercom: 477

## **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.
- Organising Regional Conference on implementation of Good Governance practice.
- Any other subject allocated by the Secretary (AR&PG).

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

**Shri Ajit Kumar Sah**, *Deputy Secretary*

Room No. 516 Tel: 23401408 Intercom: 408

**Shri Pramod Bhardwaj**, *Under Secretary*

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

**Smt. Namrata Kumari**, *Under Secretary*

Room No. 518, Tel: 23401433 Intercom:433

## **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).