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 Ministry of Personnel, Public Grievances and Pensions and is headed by a Secretary. The Department has one Additional Secretary, two Joint Secretaries and six Divisional heads namely (i) Director (General Admin); (ii) Director (e-Gov, AR and IE&C); (iii) Deputy Secretary (Documentation & Dissemination); (iv) Deputy Secretary (NCGG) (v) Deputy Secretary (Admn.I & PG); 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 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

Dr. Kshatrapati Shivaji, 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 V Srinivas, 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 DIVISION
Smt. Prisca Mathew, Deputy Secretary
Room No. 517, Tel: 23401429 Intercom: 429
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: 23401449 Intercom: 449

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.
- Finalisation and monitoring of Budget/RE of DARPG, Cash & Accounts including audit matters.
- Medical Reimbursement.
- GPF Advance.
- Court Cases on establishment.

GENERAL ADMINISTRATION & COORDINATION DIVISION
Shri Narendra Kumar Meena, Director
Room No. 516, Tel: 23362369 Intercom: 407
Shri Rakesh Chandra, Under Secretary (Admn.II/GA)
Room No. 524B, Tel: 23401488 Intercom: 488
Smt. Anuradha Datta, 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
• Any other subject allocated by the Secretary (AR&PG)

2) INTERNATIONAL EXCHANGE & COOPERATION (IE&C) DIVISION
Shri Satish Kerba Jadhav, Director
Room No.511 Tel: 23743030 Intercom: 404
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
Smt. Pushpa Batra, Section Officer
Room No.505F, Tel: 23401472 Intercom: 472

WORK ALLOCATED
• International exchange and cooperation in the field of Civil Services, Personnel Management and Public Administration.
• Interaction with Commonwealth Association for Public Administration and Management (CAPAM) and 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
Shri Satish Kerba Jadhav, Director
Room No.511 Tel: 23743030 Intercom: 404
Shri Sandesh Saxena, Deputy Secretary (NCGG)
Room No.515, Tel: 23401410 Intercom: 410
Shri Kamal Kumar Thakur, Under Secretary (AR.I)
Room No. 518D, Tel: 23401428 Intercom: 428
Shri Gya Prasad, Under Secretary(AR.II)
Room No. 518C Tel: 23401415 Intercom: 415
Smt. Namrata Kumari, Section Officer
Room No. 518, Tel: 23401433 Intercom: 433

WORK ALLOCATED
• Civil Services Day.
• Prime Minister’s Award for Excellence in Public Administration.
• Case Studies on Good Governance.
• State Collaboration Initiative projects.
• Inter Services Workshop
• 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 Administrative Reforms Commission.
- Action taken status on each of Administrative Reforms Commission Reports to the Cabinet.
- Parliamentary matters / Standing Committee matters relating to Administrative Reforms.
- Implementation of e-Office Mission Mode Project in Central Govt. Ministries/Departments.
- Any other subject allocated by the Secretary (AR&PG).

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

Shri Satish Kerba Jadhav, *Director*
Room No. 511 Tel: 23743030 Intercom: 404

Shri Sanjeev Shrivastava, *Under Secretary*
Room No. 505B Tel: 23401457 Intercom: 457

Smt. Vibhuti Panjiyar, *Under Secretary*
Room No. 505A Tel: 23401456 Intercom: 456

*Section Officer*
Room No.505 Tele. No. 23401481 Intercom: 481

**WORK ALLOCATED**
Coordinating and supporting implementation of National e-Governance Plan through:
- National Conference one-Governance.
- National awards for e-Governance.
- Matters relating to e Governance Training Plan
- National e-Governance Services Delivery Assessment (NeSDA)
- DARPG’s website in consultation with NIC

6) **PUBLIC GRIEVANCES (PG) DIVISION**

Shri Narendra Kumar Meena, *Director (PG-States)*
Room No. 516, Tel: 23362369 Intercom: 407

Smt. Prisca Mathew, *Deputy Secretary*
Room No. 517, Tel: 23401429 Intercom: 429

*Under Secretary Room No. 505D, Tel: 23401468 Intercom: 468*

Smt. Sunila Bagga, *Under Secretary*
Room No. 505D Tele.No.23401467 Intercom 467

Tirth Ram, *Under Secretary*
Room No. 518D Tele.No.23401463 Intercom 463

Smt. Sarita Taneja, *Under Secretary*
Room No. 505D Tele.No.23401474 Intercom 474
Smt. Anita Arora, Section Officer,
Room No. 505 Tele No.23401492 Intercom: 492
Smt. Madhurima Rampal, Section Officer
Room No. 505 Tele No.23401465 Intercom: 465

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.
- 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.
- 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 Jitendra Sihwag, Under Secretary,
Room No.505E Tel: 23401473 Intercom: 473
Shri Dhananjay Kumar, Under Secretary
Room No.505E, Tel: 23401445 Intercom: 445
Shri Gopal K N Choudhury, Asstt. Editor
Room No.505F, Tel: 23401469 Intercom: 469
Shri Santosh Kumar, Section Officer
Room No.505F, Tel: 23401470 Intercom: 470
Asstt. Library cum Information Officer
Room No.501, Tel: 23401477 Intercom: 477

WORK ALLOCATED

- Identification, documentation and dissemination of best practices.
- 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 Kumar Sanjeet, Under Secretary
Tele.No.23401455 Room No. 518C Intercom: 427

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).