



GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES

PUBLIC GRIEVANCE REDRESSAL MECHANISM IN GOVERNMENT OF INDIA

List of Directors of Public Grievances in all the Ministries/Departments of Government of India as on 1/9/2012 published as part of its Policy on Responsive Government including Citizen Centric Initiatives.

Sl. No.	Name of Department, Designation and Address of Director of Grievances	Tel./FaxNo.& E-Mail Address
1.	Ministry of Agriculture Department of Agriculture and Cooperation Shri R.B. Sinha, Joint Secretary (Admn., PC & PG), Room No. 242 A, Krishi Bhavan, New Delhi- 110001.	Tele-Fax 23073384, 23384468 Email:uma.goel@nic.in
2.	Ministry of Agro and Rural Industries Shri Dinesh Singh, Joint Secretary, Room No. 171, Udyog Bhawan, New Delhi	Tele: 23061543 Email:JS.acr@nic.in Fax 23062858
3.	Department of Agricultural Research & Education Shri A Prabhakaran, Director, Room No.204 Krishi Bhavan, New Delhi.-110001	Tel-Fax 23387293 Email: dsdare.icar@nic.in
4	Department of Animal Husbandry and Dairying & Fisheries Mrs. S. Rawla, Joint Secretary (P&F) Room No.190-B, Krishi Bhavan, New Delhi 110001	Tele 23386674
5	Ministry Micro,Small and Medium Enterprises Shri C.K.Mishra Joint Secretary, Room No.122-A, Udyog Bhawan, New Delhi.-110001	Tele/FAX:23063283,23062336 email: js.sme@nic.in

6	<u>M/o Chemical and Fertilizers</u> (i) Department of Fertilizers Shri Rajiv Kumar, Deputy Secretary(Admn. & Vig.) Room No. 110, First Floor, B Wing, Shastri Bhavan, New Delhi- 110001.	Tele : 23385131 Fax : 23885714
7	(ii) Department of Chemicals and Petrochemicals. Smt Neel Kamal Darbari Joint Secretary(Estt. and PG), Room No. 104-B Wing , Sashtri Bhawan, New Delhi-110001	Tele: 23383428 Fax 23073682 Email: neelkamal.d@nic.in
8	Ministry of Civil Aviation Shri G. Asok Kumar Joint Secretary(PG) Rajiv Gandhi Bhavan, Room No. 268, B-Block Safdarjung Airport, New Delhi	Tele : 24617692,
9.	Ministry of Coal Shri Hemant Jain, Director(PG), Room No.303,B wing, Sastri Bhawan, New Delhi	Tele:23388043 E-Mail: dirvig.moc@nic.in
10	Ministry of Mines Shri Arun Kumar, Joint Secretary(PG), Room No.325 A Wing, Shastri Bhawan, New Delhi	Tel: 23388043 Fax : 23388487
11	<u>Ministry of Commerce and Industry</u> (i) Department of Commerce Shri Sumanta Chaudhury, Joint Secretary, Room No. 287, Udyog Bhavan,	Tele/Fax :23063766 E-mail: sumanta.choudhuryl@nic.in

	New Delhi-110011.	
12	(ii) Department of Industrial Policy & Promotion Shri Talleen Kumar, Joint Secretary, Room No.227, A-1 Udyog Bhavan, New Delhi – 110011.	Tele :23063838 E-mail: talleen.kumar@nic.in
13	Ministry of Consumer Affairs, Food and Public Distribution (i) Department of Consumer Affairs Shri Manoj Kumar Parida, Joint Secretary(Admn.) Room No. 365, 3 rd Floor, Krishi Bhavan, New Delhi	Tele : 23386666 Fax: 23382956 E mail: js-ca@nic.in
14	(ii) Department of Food and Public Distribution, Dr. D.K.Bhalla Joint Secretary (PG & Admn.), Room No. 194, Krishi Bhavan, New Delhi-110001.	Tele: 23388161 Fax: 23383108 Email: jsimpex.fpd@nic.in
15	Ministry of Communications and Information Technology (i) Department of Posts Shri Arun Malik, Assistant Director General (PG) Room No. 217, Dak Bhavan, Parliament Street, New Delhi-110001.	Tele : 23096021 Email: pgdir@indiapost.gov.in
16	(ii) Department of Telecommunications Shri S S Singh, Deputy Director General (PG), Room No. 1210, Sanchar Bhavan, 20, Ashok Road, New Delhi110001	Tele : 23372131/23036576 Fax: :23372605 e-mail: ddgpg@bol.net.in

17	(iii) Department of Information Technology Dr. Anita Bhatnagar Jain Joint Secretary, Electronics Niketan, 6, CGO Complex, New Delhi –110 003.	Tel/Fax : 24363124
18	Ministry of Home Affairs Shri Satpal Chauhan JS(Cord.&PG), Room No.09, North Block, New Delhi-110001	Tel /Fax: 23092392
19	Ministry of Culture Shri Parmod Jain Joint Secretary, Room No. 218, C Wing, Shastri Bhavan, New Delhi., New Delhi-110001.	Tele : 23382331 Fax :
20	M/o Corporate Affairs Shri Avinash K. Srivastava Addl. Secretar/(CVO & PG) Room No. 507, A- Wing, Shastri Bhawan, New Delhi	Tele: 23383180 Email:avinashsrivastava@mca.gov.in
21	Ministry of Defence Shri Sameer Kumar Khare, Joint Secretary (Estt &PG) Room No.97 , South Block, New Delhi-110011	Tele : 23792043 Email: jse@nic.in
22	Ministry of Environment and Forests Shri Anil Santh Joint Secretary, (PG) 4 th Floor, Room No. 417, Paryavaran Bhavan, CGO Complex, Lodi Road, New Delhi–110003.	Tele : 24360634 Fax: 24363577

23	Ministry of External Affairs Shri Muktesh K.Pardeshi Joint Secretary (PSP) &CPO Room No.7,CPV Division Patiala House Annexe, Tilak Marg, New Delhi - 110001	Tele : 23387013 Fax : 23782821 Email: jscpv@mea.gov.in
24	Ministry of Finance (i) Department of Economic Affairs (Main) Shri Prabodh Saxena, Joint Secretary, Room No. 40-B North Block, New Delhi-110001.	Tele : 23093558 Fax: 23094453 Email:prabodh.saxena@ nic.in
25	Department of Financial Services (ii) Banking Division, Shri Alok Nigam, Joint Secretary Jeevan Deep Building(3 rd floor), Sansad Marg, New Delhi-110001.	Tele :23748735 e-mail:a.nigam@nic.in
26	(iii) Insurance Division, Shri Lalit Kumar, Director(Insurance) Room No. 3 3 rd floor, Jeevan Vihar Bldg, Sansad Marg, New Delhi – 110001	Tele : 23365808 Email: lkchandel@nic.in
27	(iv) Department of Expenditure Mrs. Anjuly Chib Duggal Joint Secretary(PF-I), Room No. 142B , North Block, New Delhi.	Tel/fax: 23092919 Fax: 23092022 Email: rajeevkumarl@ nic.in

28	(v) Department of Revenue (Hqrs.) Ms. Niharika Barik Singh Director(Coord.) Room No. 51-1, North Block,, New Delhi	Tele/Fax : 23092282 Email : commrcoord-cbec@nic.in
29	(vi) Central Board of Direct Taxes Shri Anil Uniyal, Deputy Secretary (HQ), CBDT Room No.255, North Block ,New Delhi – 110001.	Tele/Fax : 23093134 Fax : 23092262
30	(vii) Central Board of Excise and Customs Shri Satish Kumar Agrawal, Commissioner(Co-ordination) Room No. 245C, North Block,, New Delhi	Tel: 23092038 E-mail commr cord-cbec@nic.in
31	(viii) Directorate of Enforcement, Shri R.P.Upadhyay, Additional Director, 6 th Floor, Lok Nayak Bhwan, Khan Market, New Delhi-110003	Tel: 24690615 Fax: 24642672
32	(ix) Department of Disinvestment Ms. Sangeeta Choure, Joint Secretary Public Enterprises Bhawan, Room No.212 Block No.14, CGO Complex, Lodhi Road, New Delhi-110003	Tele : 24368041 Tele/Fax: 24366523
33	Ministry of Food Processing Industries Shri J.P.Meena Joint Secretary (PG) Room No. 208, Panchsheel Bhavan, August Kranti Marg, New Delhi-110049	Tele-: 26492476 E mail: jsjpm-spi@nic.in

34	Ministry of Health and Family Welfare (i) Department of Health (ii) Department of Family Welfare (iii) Department of Indian System of Medicine and Homeopathy Shri S.K.Rao Joint Secretary, Room No. 252,A wing Nirman Bhawan, New Delhi-11	Tele/Fax :23061740 Email:
35	Ministry of Heavy Industries and Public Enterprises (i) Department of Heavy Industries Shri Ambuj Sharma Joint Secretary, Udyog Bhavan, Room No.183, New Delhi – 110011	Tele: 23063733 Fax: 23061785 E mail; ambuj.sharma@nic.in
36	(ii)Department of Public Enterprises Shri Rajendra Kumar Director (PG), Room No. 405, Public Enterprise Bhawan, Block 14,CGO Complex, Lodi Road, New Delhi –110003.	TeleFax : 24360624 e-mail: rajendrakumar67@nic.in
37	Ministry of Human Resource Development (i) Department of Higher Education (ii) Department of school Education & Literacy Shri Amit Khare, Joint Secretary(CVO&PG), Shastri Bhavan, 'D' Wing, Room No.103 New Delhi-110001	Tele: 23071486 Fax: 23071487 E mail: khareamit.edu@nic.in
38	Ministry of Women & Child Development Shri A P Srivastava, Deputy Secretary Room No. 305, Shastri Bhavan, 'B' Wing,New Delhi-110001	Tele Fax: 23385192 E-mail:apsrivastva@nic.in

39	Ministry of Information and Broadcasting Shri Anurag Srivastava Joint Secretary, (Policy/PG/Ad), Room No. 552, A Wing , Shastri Bhawan, Dr. Rajendra Prasad Road New Delhi-110001.	Tele : 011-23384453 Fax: 011-23387823 Email:
40	Ministry of Labour & Employment Shri Animesh Bharti Director(PG) R.N. 307,3 rd Floor, Shram Shakti Bhavan, Rafi Marg, New Delhi – 110 001	Tele: 23719054 Email: a.bharti@nic.in
41.	Ministry of Law & Justice (i) Department of Legal Affairs& Legislative Department Shri Nirmal Singh, Director(E&PG), Room No. 422,4 th Floor, A Wing, Shastri Bhawan, Dr. Rajendra Prasad Road New Delhi-110001	Tele : 23389127 Fax: 23384505
42	(ii) Department of Justice Shri Y.M. Pandey, Deputy Secretary (HC&J) Room No.12, Jaisalmer House, 26 Man Singh Road, New Delhi	Tele: 23381496
43	Ministry of New and Renewable Energy. Shri Girish Kumar, Director (PG), RNo. 110, Block No. 14, Paryavaran Bhawan,CGO Complex, Lodi Road, N.D-03	Tele : 24365619 Fax : 24360331 e-mail: bbibek@yahoo.com
44	Ministry of Non-Conventional Energy Sources Shri Alok Srivastava, Joint Secretary, Block No. 14, CGO Complex, Lodhi Road, New Delhi-110003	Tele 24361027
45	Ministry of Parliamentary Affairs Shri R C Khwaja,	Tele: 23034734/23017893

	Joint Secretary, 87, Parliament House, New Delhi.	Fax: 23792067 e-mail: jsmpa@nic.in
46	Ministry of Personnel, Public Grievances and Pensions (i) Department of Personnel and Training Shri Manoj Joshi, Joint Secretary(AT&A), Room No.193, North Block, New Delhi-110001.	Tele : 23093668 Email:jsata@nic.in
47	(ii) Department of Pension and Pensioners' Welfare Mrs Tripti P Ghosh Director, Lok Nayak Bhavan, Room No. 320, 3 rd floor,Khan Market, New Delhi-1110003	Tele : 24624802 Fax : 24624802 e-mail: triptighosh@nic.in
48	(iii) Department of Administrative Reforms & Public Grievances Smt. Shailja N. Joshi, Director (PG) 5 th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001	Tel/Fax: 23741006 Email: shailja.joshi@nic.in
49	Ministry of Petroleum and Natural Gas .Shri Anil Kumar V. Patil Deputy Secretary(PG) Room No. 207-B Shastri Bhavan, New Delhi –110001	Tele : 23388764 Fax : 23083100 Email: anilkvpatil@gmail.com
50	Department of Pharmaceutical Dr. Raja Sekhar Bundru Joint Secretar(Admn. & PG), Room No. 340, A Wing, Shastri Bhawan, New Delhi	Tele: 23074010
51	Ministry of Power Smt. Rita Acharya,	Tele/ Fax : 23716020

	Joint Secretary Room No. 408, 4 th Floor, Shram Shakti Bhavan, Rafi Marg, New Delhi-110001.	
52	Ministry of Planning Smt. Firoza Mehrotra Additional Advisor, Yojna Bhawan, Sansad Marg, New Delhi	Tele: 23716301 Email: firoza@yोजना.nic.in
53	Ministry of Railways, (Railway Board) Smt Sunira Bassi, Executive Director (PG), 4 th floor, Room No. 471, Rail Bhawan, Railway Board, New Delhi	Tele : 23386203 Railway Tele: 43689 Fax : 23386203 Email: edpg@rb.railnet.gov.in.
54	Ministry of Shipping, Road Transport and Highways (i) Department of Road Transport and Highways Shri Nitin R. Gokaran Joint Secretary (CVO & PG), Room No.516, Parivahan Bhawan, Sansad Marg New Delhi-110001.	Tel: 23753991 Fax:
55	(ii) Department of Shipping Shri Muruganandam Joint Secretary (Port & PG), Room No 411, Parivahan Bhawan, Sansad Marg New Delhi-110001	Tele: 23711873 Fax: 23328549 E-mail: js-ports@nic.in
56	Ministry of Rural Development (i) Department of Rural Development Dr. P K Anand, Joint Secretary, (PG&CVO) Room No.162, Krishi Bhawan, New Delhi-01.	Tele : 23383553 Fax : 23388207 e-mail: anandpk.nic.in

57	(ii) Department of Drinking Water Supply & Sanitation Shri J S Mathur, Joint Secretary(Admn). 12th Floor, Prayavaran Bhawan, CGO Complex, Lodhi Road, New Delhi	Tele 24362705 Email: jstsc@nic.in
58	Ministry of Science and Technology (i) Department of Science and Technology Shri Saravanabavan Deputy Secretary (PG), Technology Bhavan, New Mehrauli Road, New Delhi-110016.	Tele: 26590553
59	(ii) Department of Biotechnology Smt Veena T.Bhatia Director, Room no. 708, CGO Complex Block No. 2, 7 th Floor, Lodi Road, New Delhi-110 003	Tel: 24365972 Email:psaroop@dbt.nic.in
60	(III) D/o Scientific and Industrial Research Dr K. J. Kumar, Joint Secretary (PG) Anusandhan Bhawan, 2 Rafi Marg, New Delhi-01	Tel: 23716582, 23351745 Fax: 23714788 Email: jsa@csir.res.in
61	Ministry of Statistics and Programme Implementation Shri Ram Mohan Deputy Secretary (PG) Room No.222 A, Sardar Patel Bhawan ,Sansad Marg, New Delhi-110001.	Tele/Fax: 23340139 e-mail: rammohan@nic.in

62	Ministry of Social Justice and Empowerment Dr J C Sharma Economic Advisor Room No. 611, 'A' Wing, Shastri Bhavan, New Delhi -110001	Tele:23383004 Email: sharmajc.msje@nic.in
63	Ministry of Steel Shri J.P.Shukla, Joint Secretary, Room No. 119, Udyog Bhavan, New Delhi-110011.	Tele /Fax 23063854 e-mail: jpshukla@nic.in
64	Ministry of Textiles Smt. Sunaina Tomer, Joint Secretary, Room No. 271, Udyog Bhavan, New Delhi-110011.	Tele : 23061826 Fax :23063588 e-mail: sunaina.tomer@nic.in
65	Ministry of Tribal Affairs Dr Bachittar Singh, Joint Secretary & Director of Grievances, , Room No.741, 'A' Wing, 7 th Floor, Shastri Bhavan, New Delhi-110001.	Tele/Fax 23073817 e-mail: bsingh@nic.in
66	Ministry of Urban Development Shri V.K.Sharma, Joint Secretary, C Wing, Nirman Bhavan, New Delhi –110 011.	Tele : 23061979 Fax : 23061379 e-mail: directorgrievance.ud@gmail.com
67	Ministry of Water Resources Shri Khatchin Langel Director (PG), Shram Shakti Bhavan, Room No. 623, 6 th floor, Rafi Marg, New Delhi-110001	Tele : 23714734 e-mail: dscoord-mowr@nic.in

68	M/o Earth Sciences Shri D.P.Singh, Addl. Secretary Block-12, Mahanagar Bhawan,CGO Complex, Lodi Road, New Delhi	Tele : 24362101
69.	Ministry of Youth Affairs and Sports Shri R.N.Biswas, Director (PG) Room No.501, A- Wing, Shastri Bhavan, New Delhi-110001	Tele : 23384072 e-mail: rnbiswas@nic.in
70	Department of Atomic Energy Shri V.P. Raja, Additional Secretary, Anushakti Bhavan, CSM Marg, Mumbai – 400 001.	Tele : 022-22029328 Fax : 022-22048476 022-22026728 e-mail: raja@dae.gov.in
71	Department of Space Shri A Vijay Anand Joint Secretary, 6 Antariksh Bhavan, New B.E.L. Road, Bangalore-560094	Tele: 080-23416393 Fax : 080-23418237
72	Planning Commission Shri Ravi Mittal Advisor (Admn.), Room NO. 236, Yojana Bhavan, Sansad Marg, New Delhi.	Tele/Fax: 23096655 Email:
73	Ministry of Panchayati Raj Dr. Avtar Singh Sahota Joint Secretary, Room No. 128, First Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi.	Tel: 23747910 Email:as.sahota@nic.in
74	Ministry of Minority Affairs Shri E R Solomon, Joint Secretary Room No. 1144, Paryavaran Bhawan,	Tel: 24364271 Email: solomoner@nic.in

	CGO Complex, Lodhi Road New Delhi.	
75	Ministry of Overseas Indian Affairs Shri R. Buhiril Joint Secretary, Room No. 1009, 10th Floor, Akbar Bhawan, Chanakyapuri, New Delhi	Tel: 24197936 Email: atul_kt@yahoo.com
76	Reserve Bank of India Shri D G Kale, General Manager,RBI First Floor, Amar Building, Customer Service Department, Sir P.M. Road, Fort, Mumbai-400001	Tel: 022-22630483 Email: dgkale@rbi.org.in

77	Ministry of Tourism Shri Sanjay Singh, Asst DG Travell Trade & com Room No. 23, C-1, Hutments Dalhousie Road, New Delhi	Tele : 23012805
78	Comptroller General of India Shri P K Mehtani, Sr. Administrative Officer(PG), 10,Bahadurshah Jafar Marg, New Delhi	Tel 23509600 Extn. 412 Fax: 23219854
79	New Delhi Municipal Committee Ms.Archana Arora Chairman, Palika Kendra, Sansad Marg, New Delhi-110001	Tele: 23743579, 23742269 Email: chairperson@ndmcmil.gov.nic.in
80	Staff Selection Commission Shri S.C.Sharma Director (Administration), Room No. 402, CGO Complex, Lodhi Road, New Delhi-11000	Tele: 24366609 Fax: 24360120
81	Delhi Police Shri Neeraj Kumar Commissioner of Police, Delhi	Tel: 23490201, 23319661, Fax: 23722052 Email: cp.neerajkumar@nic.in

	Police Headquarters, MSO Building, IP Estate, New Delhi-110002	
82	Central Bureau of Investigation, Shri R K Tandon Joint Director(Admn.), CBI Hqrs.,Block 3, CGO Complex, Lodhi Road New Delhi-110003	Tel:24361599, Fax24367166 Email: zda@cbi.gov.in
83	Delhi Development Authority Shri S.K.Srivastava, Vice Chairman DDA,Vikas Sadan, INA,D Block, New Delhi	Tele: 24697900 Fax: 24623968

- **On line grievance lodging facility for citizens is available at www.pgportal.gov.in , which can be accessed on internet from any part of the country or world.**
- **It links up Government of India Ministries/Departments/Organizations**
- **Citizens can check the progress and receive reply through the portal.**
- **Matters that are pending before Courts of law/Administrative Tribunals, and/or other specialized tribunals, disciplinary matters pending under various statutory rules are not accepted under this framework for redressal.**
- **Grievances received by post by DARPG are lodged on CPGRAMS on behalf of the citizens.**

The Citizens are requested to:

- First apply to the Ministry/Department concerned directly for redressal.
- Provide a clear statement of grievances and nature of remedial action sought.
- Indicate the past references and the official channels previously approached for redressal.
- Send the grievance either by post to the concerned Ministry/Department/Organization or by lodging it on the public grievance portal at www.pgportal.nic.in by filling up the Grievance Registration Form.
In DARPG, citizen meeting time (without appointment) every Wednesday 10.30 AM to 1.00 PM and every working day from 12.30 PM to 1.00 PM.