

**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 headsof 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 Pensionsfor major policy decisions in the Department. TheDS/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. 514, Fifth Floor, Sardar Patel Bhavan,
New Delhi - 110 001
Tel. No. 011- 23742133 Fax: 011-23742546

Shri Puneet Yadav, Joint 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

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 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) ADMINISTRATIVE REFORMS (AR) DIVISION

DS/Director

- **Under Secretary I**
- **Under Secretary II**
 - **Asst. 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**

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 2nd ARC
- Parliamentary matters / Standing Committee matters relating to the 2nd 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.
- Organising 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**
 - **Asst. 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**
 - **Asst. Section Officer (PG I & II)**
- **Under Secretary III**
- **Under Secretary IV**
- **Asst. 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.
- 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 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).

- (i) **The procedure followed in the decision-making process, including channels of supervision and accountability;**

(a) ORGANISATION CHART

- (b) CHANNEL OF SUBMISSION AND LEVEL OF FINAL DISPOSAL OF CASES IN RESPECT OF COMMON ITEMS OF WORK HANDLED BY DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES OF THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS.

CHANNEL OF SUBMISSION AND LEVEL OF FINAL DISPOSAL FOR VARIOUS TYPES OF CASES IN RESPECT OF DARPG

COMMON ISSUES ACROSS ALL DIVISIONS

Sl. No.	Types of Cases	Channel of submission	Level of final disposal
1.	Parliamentary Matters		
	(i) Replies to Starred Questions	DS/Dir—JS/AS —Secy	MOS (PP)
	(ii) Replies to Un-starred Questions and Assurances	US—DS/Dir—JS/AS	MOS(PP)
	(iii) Final replies to recommendations of Parliamentary Committees	DS/Dir—JS/AS—Secy	MOS(PP)
	(iv) Final replies to matters raised under Rule 377 in Lok Sabha and Special Mention made in Rajya Sabha/ Parliament Assurances	US—DS/Dir—JS/AS/ Secy	MOS(PP)
	(v) Action taken note on the recommendations of Parliamentary Committee	US—DS/Dir—JS/AS	Secretary
	(vi) Furnishing of replies to Questionnaire and other references received from Parliamentary Committee		
	(vii) Furnishing Input on Parliament question to other Ministries	US—DS/Dir	JS
	(viii) Miscellaneous Parliament Matters	US—DS/Director	JS
2.	Cabinet Notes	DS/Dir—JS—AS/Secy	MOS(PP)
3.	Finalizing Scheme guidelines	US—DS/Dir—JS/AS	Secretary
4.	Annual Budget	DS/Dir—JS/AS	Secretary
5.	Selection/ appointment of Agencies / consultants	US—DS/Dir—JS/AS	Secretary
6.	Para-wise comments for the cases before CAT/High Court/Supreme Court	US—DS/Director —JS/AS	Secretary
7.	Output Outcome Framework	US—DS/Dir	JS
8.	Receipts received from other Ministries/Departments/external agencies for seeking comments/input etc.	US—DS/Dir	JS/AS
9.	Replies to Audit Paras	US—DS/Dir	JS

10.	Website Updation	US—DS/Dir	JS
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- (ii) **The norms set by it for the discharge of its functions:**
Any grievance received from the general public shall be acknowledged within three working days of receipt of the grievance petition.
- (iii) **The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions:**

LIST OF REFERENCE BOOKS

1. Part I – General Rules
2. Part II- T.A.Rules
3. Part III- Central Civil Services (Leave)Rules
4. Part IV- Dearness Allowance, Dearness Relief and Ex Gratia to CPF Beneficiaries
5. Part V-HRA and CCA.
6. Swamy's Pension Compilation incorporating CCS (Pension)Rules
7. Swamy's Compilation of CCS (Commutation of Pension)Rules
8. Swamy's CCS (Extraordinary Pension)Rules
9. Swamy's Compilation on Central Government Employees' Group Insurance Scheme
10. Swamy's Compilation of Staff Car Rules
11. Swamy's Compilation of Medical Attendance Rules
12. Swamy's Compilation of CCS (CCA)Rules
13. Swamy's Compilation of (Conduct) Rules
14. Swamy's Compilation of General Provident Fund Rules
15. Swamy's Compilation of Leave Travel Concession Rules
16. Swamy's Compilation of Children's Educational Assistance
17. Swamy's Compilation of General Financial Rules
18. Swamy's Compilation of Delegation of Financial Powers Rules
19. Swamy's Compilation of House Building Advance Rules
20. Swamy's Compilation on Suspension and Reinstatement
21. Swamy's Compilation of Overtime Allowance Rules
22. Swamy's CCS (Temporary Service) Rules, 1965
23. Swamy's Compilation of New Pension Scheme
24. Central Secretariat Manual of Office Procedures
25. Central Secretariat e-Manual of Office Procedures.

- (iv) **A statement of the categories of documents that are held by it or under its control:**

(a) ADMINISTRATION AND COORDINATION

1. Service Book and personal files of all the employees.
2. Files relating to recruitment of Deputation cases.
3. ACRs of all employees below the rank of Under Secretary
4. Property documents of employees who have taken House Building Advance.
5. File relating to Disciplinary Cases.
6. Files relating to Medical Claims made by employees.
7. Files relating to all advances taken by the employees.
8. Files relating to purchase of furniture/ fixtures, stationery items, general office items, electronic, computer AC etc.
9. Files relating to Annual Maintenance Contract.
10. Files relating to payment of telephone bills of office and residential telephone of officers who have been provided office telephones
11. Files relating to General Administration/Coordination/RTI cases/Parliamentary matters
12. Minutes of all the meetings.

(b) O&M DIVISION

1. Central Secretariat Manual of Office Procedure
2. Records Retention Schedule for Records Common to all Departments
3. Records Management in Government.
4. Guidelines for the improvement of the quality of services rendered through the telephone in public offices.
5. Policy Guidelines for Website Development, Hosting and Maintenance.
6. Guidelines for Plan Scheme on Modernization of Government Offices.

(c) INTERNATIONAL EXCHANGE & COOPERATION DIVISION

1. Files relating to international exchange and cooperation in the field of Civil Service, Personnel Management and Public Administration.
2. Files relating to International Institute of Administrative Sciences, Brussels, Belgium.
3. Files relating to Commonwealth Association for Public Administration and Management (CAPAM), Toronto, Canada
4. Files relating to CAPAM International Innovations Awards Programme in India.
5. Files relating to CAPAM International Innovations Cascading Programme in India.
6. Files relating to MoU between India and Malaysia in the field of Civil Service, Personnel Management and Public Administration and follow-up action.
7. Files relating to MoU between India and China in the field of Civil Service, Personnel Management and Public Administration.
8. Files relating to management studies/ Impact studies related to administrative reforms, O&M aspects etc. in respect of Government organizations
9. Files relates to MoU with UNDP in the field of strengthening Public Administration and Governance.

(d) D&D DIVISION

1. Files pertaining to grant of financial assistance to State Governments/U.T. Administrations for professional documentation of Best Practices.
2. Files pertaining to organizing series of best practices and presentation of Best Practices.
3. Files pertaining to quarterly journal "Management in Government" (MIG), monthly newsletter "Civil Services News" (CSN).
4. Files pertaining to documentation and dissemination of best practices by production of documentary films.
5. Files pertaining to Research & Evaluation study.
6. Files pertaining to correspondence with persons contributing articles for publication in MIG.
7. Files pertaining to selection of articles for publication in MIG.
8. Files pertaining to collection of material for CSN.
9. Files pertaining to payment of honorarium to contributors of articles.
10. Files pertaining to matters concerning library.
11. Files pertaining to selection of Printers for MIG and CSN
12. Files pertaining to organization of Regional Conferences.
13. Files pertaining to Government Knowledge Centre (GKC)

(e) ARC & AR DIVISIONS

1. One copy each of the 20 reports submitted by the 1st Administrative Reforms Commission (1966-1970) and 15 reports submitted by the 2nd Administrative Reforms Commission. The 15 reports of 2nd ARC are listed below.
- S. No. – Report – Date of presentation to Government.
2. Right to Information: Master Key to Good Governance 09.06.2006
3. Unlocking human capital: Entitlements and Governance – a Case Study 31.07.2006
4. Crisis Management: From Despair to Hope 31.10.2006
5. Public Order: Justice for each ... Peace for all 26.06.2007
6. Local Governance 27.11.2007
7. Capacity Building for Conflict Resolution – Friction to Fusion 17.03.2008
8. Combating Terrorism 17.09.2008

9. Social Capital – A Shared Destiny08.10.2008
10. Refurbishing of Personnel Administration – Scaling New Heights 27.11.2008
11. Promoting e-Governance – The Smart Way Forward20.01.2009

12. Citizen Centric Administration – The Heart of Governance 30.03.2009
13. Organizational structure of Government of India 19.05.2009
14. Strengthening Financial Management System 26.05.2009
15. State and District Administration 29.05.2009

(f) E-GOVERNANCE DIVISION

1. Files relating to implementation of e-Office Mission Mode Project.
2. Files relating to National Conference one-Governance
3. Files relating to National Awards one-Governance.
4. Files relating to Implementation of Master e-Governance Training Plan.
5. Files relating to 11th Report of Second ARC.

(g) PG DIVISION

1. Compilation of guidelines for redress of Public Grievance-2010 that includes guidelines on Citizens Charter and Information Facilitation Counters.
2. Guidelines for Sevottam Compliance-June 2010.
3. Guidelines for Sevottam Compliance-September 2011.
4. Our Sevottam Journey-September 2011.
5. Service Quality Manual-Procedure as per IS 15700:2005.
6. Sevottam: A continuing journey-write-up 2014 The following are available in digitized form on website.
7. Citizens Charter of the Department of Administrative Reforms and Public Grievances.
8. Files on policy formulation relating to Citizens' charters, IFCs, Public Grievance Redress.
9. Files relating to publication of advertisement on nodal officers for citizens' charters, Directors of Public Grievances and contact officers for IFCs.
10. Monitoring and Review meetings records.

(v) The particulars of any arrangement that exists for consultation with, or representation by the member of the public in relation to the formulation of its policy or implementation thereof:

The Department's website <http://darpg.nic.in/> acts as information tool for the general public and thus facilitates in the implementation of the policies. The Department organizes meetings, seminars and workshops on Best Practices chaired by Cabinet Secretary where besides state **Governments even NGOs can share/give presentation on innovative ideas /projects. Its purpose is** to share the ideas/innovation and successful experience with rest of the states. There exists a system of consultation with NGOs, Citizens groups, RWAs and members of **public while formulating policy relating to Public Grievances and Citizen's charters.**

(vi) A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public:

1. The First Administrative Reforms Commission (ARC) as a Commission of Inquiry was set up in January, 1966 under the chairmanship of Shri Morarji R Desai and later on Shri K Hunmanthaiya became its chairman. The Commission submitted 20 reports from January 1966 to June 1970
2. The Second Administrative Reforms Commission (ARC) was constituted on 31.08.2005, as a Commission of Inquiry, under the Chairmanship of Shri Veerappa Moily. The Commission submitted 15 reports at various stages. Details about ARC is available at <https://darpg.gov.in/about-arc>
3. Department of Official Language Implementation Committee is headed by Joint Secretary (Admn.). Not open for public.
4. Screening Committee to examine and clear the proposals received from the

Ministries/Departments for allocations of funds under the Plan Scheme of the Department of AR&PG. Modernization of **Government Offices. The Committee is chaired by the Additional Secretary of this Department and** has members drawn from Integrated Finance Division of this Department, Central Public Works Department, National Informatics Centre and Planning Commission. Its meetings are not open for public.

5. Evaluation Committee for soliciting and evaluating the books written originally in Hindi on the subjects of **Public Administration and Management Studies is headed by AS (AR&PG).**
6. Screening Committee for the Scheme of Administrative Reforms is chaired by the AS (AR&PG). This Apex Committee is for the purpose. (i) Pilot projects on Administrative Reforms (ii) setting up of NISG and (iii) World Bank Project on **Capacity Building for Good Governance.**
7. Programme Implementation Committee (PIC) chaired by AS (AR&PG) for implementation of the Capacity Building Poverty Reduction (CBPR) Programme under the DFID Project funded by the UK Government.
 - a) Standing Committee in respect of grievances of officers of the level of Joint Secretary and above.
 - b) Standing Committee of Secretaries for Public Grievance redress.
 - c) Core Group on citizen charters and facilitation counters. (Neither of these Committees are open to public nor the proceedings of the Committees are of any relevance to general public.) (Some of the above Committees has as its members retired Professors and retired Government servants.)
 - d) **Steering Committee to oversee production and telecast of documentary series for creating awareness and dissemination of information on e-governance is headed by AS (AR&PG)**

(vii) A directory of its officers and employees [[CLICK HERE](#)]

(viii) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations. [[CLICK HERE](#)]

(ix) **Budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made:**

Rs. in thousands

Non-Scheme Object Heads	2019-20			2020-21			2021-22			2022-23		
	B.E.	Final Grant	Exp.	B.E.	Final Grant	Exp.	B.E.	Final Grant	Exp.	B.E.	Final Grant	Exp.
	1	2	3	4	5	6	7	8	9	10	11	12
Salaries	115500	115500	101071	125000	110000	100835	125000	104000	102840	147150	120000	108328
Wages	7500	8000	7757	0	0	0	0	0	0	0	0	0
OTA	40	0	0	10	0	0	10	10	0	100	0	0
Medical	1600	2500	1614	1600	3300	3283	2000	2500	2112	2000	2000	1214
Domestic Travel Expenses	2500	2500	2464	2430	2000	1415	2430	2000	1237	2800	3600	3597
Foreign Travel Expenses	50	0	0	50	0	0	50	0	0	5000	2000	995
Office Expenses	14000	10600	9687	21500	75000	44749	20000	20500	19604	19600	30000	26551
Rent Rate & Taxes	0	0	0	0	0	0	150000	188900	188883	170000	180000	178540
Publications	700	700	505	700	125	52	750	0	0	800	0	0
O.A.E./NP	2200	1600	1488	2200	600	580	50500	32000	22835	1500	2000	1717
Minor Works	0	0	0	0	0	0	45100	31548	31292	26000	37000	36453
Professional Service	0	0	0	0	0	0	0	0	0	0	1000	765

Non-Scheme	2019-20			2020-21			2021-22			2022-23		
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Object Heads	B.E.	Final Grant	Exp.	B.E.	Final Grant	Exp.	B.E.	Final Grant	Exp.	B.E.	Final Grant	Exp.
Contributions	600	600	278	600	310	307	350	350	314	400	300	295
Other Charges	10	10	0	10	10	0	10	10	0	100	0	0
Information Tech. (O.C.)	3500	4000	3385	3500	3100	3027	3500	3500	3154	3500	13200	12958
S.A.P.	1000	1000	420	1000	1000	925	1000	1000	984	1000	1000	949
Total	149200	147010	128669	158600	195445	155173	400700	386318	373255	379950	392100	372362
Scheme												
OAE(Scheme)	315000	180000	136670	300000	125000	110479	150000	150000	142650	406800	406800	401141
G.Total	464200	327010	265339	458600	320445	265652	550700	536318	515905	786750	798900	773503

- (x) **The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes:**

Department does not administer any programme involving subsidy.

- (xi) **Particulars of recipients of concessions, permits or authorization granted by it:**
-NIL-

- (xii) **Details in respect of information, available to or held by it, reduced in an electronic form:** May visit Website of DARPG– <http://darpg.gov.in/> where so many reports/ manuals/ documents/ films on best practices etc are available.

- (xiii) **The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use:**
Information may be obtained from website of DARPG –<http://darpg.gov.in/> The Department has also fixed a time on every Wednesday 10.00 A.M. to 1.00 P.M. where the Director (Public Grievances), Room No.511, Fifth Floor, Sardar Patel Bhavan, New Delhi, redresses the grievance of the public in person.

- (xiv) Names, designations and other particulars of the Public Information Officers [\[CLICKHERE\]](#)

- (xv) **Tour undertaken by Officials of DARPG**

(a) Foreign visits/training programmes conducted by the Department from January 2013 till date
[\[Details\]](#)

(b) Domestic visits/training programmes conducted by the Department from January 2013 till date
[\[Details\]](#)