

(Updated as on 21/06/2017)

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

**INFORMATION UNDER SECTION 4(1)(b) OF THE RIGHT TO INFORMATION ACT, 2005**

**(i) The particulars of its organization, functions and duties;**

The Department of Administrative Reforms and Public Grievances 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.

**(ii) The powers and duties of its officers and employees;**

The Department of AR&PG is under Ministry of Personnel, Public Grievances and Pensions and is headed by Secretary (AR&PG). The Department has one Additional Secretary, three Joint Secretary and five divisional heads namely (i) Director (Documentation and Dissemination), (ii) Director (Administrative Reforms and IE&C), (iii) Deputy Secretary (e-Gov.), (iv) Deputy Secretary (ARC and O&M) and (v) Deputy Secretary (Public Grievances ) and one Joint Secretary is a Divisional Head of Administration. In the Department, for major policy decisions, the file is submitted through the divisional heads to Additional Secretary/ Joint Secretary to Secretary (AR&PG) 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**

**Shri C. Viswanath, Secretary**

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

**Smt. Usha Sharma, Additional Secretary**

Department of Administrative Reforms and Public Grievances,  
Room No. 509 Fifth Floor, Sardar Patel Bhavan, New Delhi.  
Tel.No.011-23741004 Fax: 011-23741005

**Smt. Smita Kumar Joint Secretary (AR & IE&C),**

Department of Administrative Reforms and Public Grievances,  
Room No. 508 Fifth Floor, Sardar Patel Bhavan, New Delhi.  
Tel.No.011-23360208 Fax: 011- 23360352

**Ms. Kiran Puri, Joint Secretary (e-Gov.)**

Department of Administrative Reforms and Public Grievances,  
Room No. 507 Fifth Floor, Sardar Patel Bhavan, New Delhi.  
Tel. No. 011-23401406 Fax: 011-23360331

**Shri Vanraj A. Chavda, Joint Secretary (Admn. & Coord)**

Department of Administrative Reforms and Public Grievances,  
Room No. 515A Fifth Floor, Sardar Patel Bhavan, New Delhi.  
Tel. No. 011-23745472

**WORK/ DUTIES OF ITS OFFICERS AND EMPLOYEES**

**1) ADMINISTRATION AND COORDINATION DIVISION**

**(a) Administration & Coordination**

**Shri Vanraj A. Chavda, Joint Secretary (Admn. & Coord)**

Room No.515A  
Tel.No.23745472 Intercom.No.408

**Shri Arun Kumar Sarkar, Under Secretary (General Admn & Coord.)**

Room No.518A  
Tel: 23401441 Intercom: 441

**Shri Khamchin Naulak, Under Secretary (Admn)**

Room No.518A  
Tel: 23401453 Intercom: 453

**Shri Rakesh Chandra, Section Officer (Gen. Admn.)**

Room No. 524B  
Tel: 23401488 Intercom: 488

**Section Officer (Admn.)**

Room No. 524B  
Tel: 23401444 Intercom: 444

**(b) OFFICIAL LANGUAGE**

**Shri Vanraj A. Chavda, Joint Secretary**

Room No.515A  
Tel.No.23745472 Intercom.No.408

**Shri Naveen Kumar Bohra, Additional Director (OL)**

Room No.518  
Tel: 23401439 Intercom: 439

**WORK ALLOCATED**

1. All establishment matters of Group A, B, C & D officers and staff of the Department.
2. General Administration, Office maintenance etc.
3. Budget, Cash & Accounts.
4. General Coordination including Parliamentary matters.
5. Implementation of RTI Act in the Department.

6. Implementation of Official Language Policy.
7. Work relating to FR &SR
8. Any other subject allocated by the Secretary (AR&PG).

## **2) INTERNATIONAL EXCHANGE & COOPERATION DIVISION**

### **Ms. Risha Gaharwar, Director**

Room No. 510

Tel: 23401404 Intercom: 404

### **Shri J. K. Ambawani, Under Secretary (IE &C-I)**

Room No. 505C

Tel: 23401476 Intercom: 476

### **R. Rajender Goud, Under Secretary (IE&C-II)**

Room No. 505C

Tel: 23401475 Intercom: 475

### **Section Officer**

Room No. 518

Tel: 23401455 Intercom: 455

## **WORK ALLOCATED**

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

## **3) ADMINISTRATIVE REFORMS DIVISION**

### **Smt Richa Gaharwar, Director**

Room No.510

Tel: 23743030 Intercom: 404

### **Shri Alok Jagbharia, Under Secretary (AR.I)**

Tel: 23401428

Room No.518D Intercom: 428

### **Shri Gya Prasad, Under Secretary (AR-II)**

Tel: 23401415

Room No. 518D Intercom: 415

### **Smt. Namrata Kumari, Section Officer**

Room No. 518

Tele.No. 23401433 Intercom: 433

## **WORK ALLOCATED**

1. Civil Services Day.
2. Prime Minister's Award for Excellence in Public Administration.
3. Case Studies on Good Governance
4. State Collaboration Initiative projects.
5. Inter Services Workshop
6. A. R. Initiatives
7. Any other subject allocated by the Secretary (AR&PG).

#### **4) ARC DIVISION**

**Shri Anurag Srivastava Deputy Secretary**

Room No. 515

Tel: 23362325 Intercom: 410

**Shri Soumitra Bandyopadhyay, Under Secretary,**

Tele.No.23401426

Room No. 518 C Intercom: 426

**Shri Sunil Kumar Singh, Section Officer**

Room No. 518

Tele No: 23401432 Intercom: 432

#### **WORK ALLOCATED**

1. 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.
2. Action taken status on each of Administrative Reforms Commission Reports to the Cabinet.
3. Parliamentary matters / Standing Committee matters relating to Administrative Reforms.
4. Any other subject allocated by the Secretary (AR&PG).

#### **5) e-Governance Division**

**Shri Anurag Srivastava Deputy Secretary**

Room No. 515

Tel: 23362325 Intercom: 410

**Shri Din Dayal Under Secretary (e-Gov.)**

Room No. 505A

Tel: 23367966 Intercom:457

**Smt. Vibhuti Panjiyar, Under Secretary**

Room No. 505B

Tel: 23401456 Intercom: 456

**Shri K. S. Nagendra, Section Officer**

Room No.505

Tele. No. 23401481 Intercom: 481

#### **WORK ALLOCATED**

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

- (i). National Conference on e-Governance.
- (ii) National awards on e-Governance.
- (iii) e-Office Mission Mode Project

**(6) PUBLIC GRIEVANCES DIVISION**

**Smt. Sumita Das Gupta, Deputy Secretary**

Room No. 508A

Tel: 23401409 Intercom: 409

**Shri Hemant Verma, Under Secretary**

Room No. 504

Tel: 23401474 Intercom: 474

**Shri Ajit Kumar Sah, Under Secretary**

Room No. 505D

Tel: 23401468 Intercom: 468

**Smt. Pratibha Ahuja, Under Secretary**

Room No. 505D

Tele.No.23401467 Intercom 467

**Smt. Prisca Mathew, Under Secretary**

Room No. 518D

Tele No.23401429 Intercom:429

**Smt. Anita Arora, Section Officer**

Room No. 505

Tele No.23401465 Intercom:465

**Smt. Madhurima Ramphal, Section Officer**

Room No. 505

Tele No.23401465 Intercom:465

**Shri V. R. Muthu Kumar, Section Officer**

Room No. 505

Tele No.23401457 Intercom: 458

**WORK ALLOCATED**

1. Implementation of Quality Management System "Sevottam" in the Ministries and Departments of GOI and in State Governments/UT Administration.
2. Formulation and implementation of Sevottam compliant Citizen"s/ Client"s Charter and any other activities related to formulation, implementation and review of CC in the Govt. of India Ministries, Departments and its organisations and also States and UTs.
3. Updation of Citizen"s Charter and the website [www.goicharters.nic.in](http://www.goicharters.nic.in) maintained by the Division with technical support from NIC.
4. Secretariat assistance to the Standing Committee headed by Cabinet Secretary in respect of redress of grievances of the officers of the level of JS and above.
5. 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>.

6. Training of officers in all Ministries/Departments of Govt. of India on CPGRAMS.
7. Monitoring and Review of pendency in redress of grievances in all Central Ministries/Departments.
8. Forwarding of Public Grievances pertaining to the State Govts. and UT Administrations.
9. Matters relating to Parliamentary Standing Committee on Public Grievances.
10. Formulation of guidelines/instructions to improve redress mechanism of the GOI.
11. Reforms to improve public service delivery in Central Ministries/Depts. and in State Governments as per their willingness.
12. Issue of Guidelines on Information and Facilitation Centre(IFC).
13. Updation of the list of Director of Grievances and Issue of Advertisement in national dailies for nation wide publicity for facility of the citizens in the country, subject to budget allocation.
14. Coordination of Budget, Administration, Annual Action Plan and RFD activities of PG Division.
15. Strengthening and Capability Building of State Administrative Training Institutes for imparting training in Quality Management System for improving public Service delivery.
16. Organizing workshops on reforms in public service delivery for Central Ministries Departments and at District level.
17. Extending online CPGRAM with local language interface to State Governments as per their willingness.
18. Work relating to Right based legislation for time bound service delivery and grievance redress.
19. Any other subject allotted by the Secretary (AR&PG).

#### **(7) DOCUMENTATION AND DISSEMINATION DIVISION**

**Smt. Alpana Sukla Rao Director,**

Room No.516

Tel: 23362369 Intercom: 407

**Shri Jitendra Sihwag, Under Secretary,**

Room No.505E

Tel: 23744391 Intercom: 473

**Shri Dhananjay Kumar, Under Secretary,**

Room No.505E

Tel: 23401445 Intercom: 445

**Shri Ambrish B. Kishore, Asstt. Editor**

Room No.505F

Tel: 23401469 Intercom: 469

**Shri Santosh Kumar, Section Officer (D&D)**

Room No.505F

Tel: 23401470 Intercom: 470

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

Room No.501

Tel: 23401477 Intercom: 477

#### **WORK ALLOCATED**

1. Identification, documentation and dissemination of best practices.
2. Publication of monthly newsletter "Civil Services News" (CSN).
3. Publication of quarterly journal "Management in Government" (MIG).
4. Publication of a book on Best Practices.

5. Organization of Presentation on Best Practices.
6. Production of documentary films on best practices.
7. Grant of financial assistance to the State Governments for professional documentation of best practices.
8. Research and Evaluation studies.
9. Governance Knowledge centre webportal.
10. Any other subject allocated by the Secretary (AR&PG).

**(8) O & M Division**

**Shri Anurag Srivastava, Deputy Secretary**

Room No.515

Tel.No.23362325 Intercom.No.410

**Smt. Renu Arora, Under Secretary (O&M)**

Room No.518C

Tel: 23401427 Intercom: 427

**Section Officer (O&M)**

Room No.518

Tel: 23401455 Intercom: 455

**WORK ALLOCATED**

1. Formulation and implementation of common office procedures.
2. Publication and updating of the CSMOP and implementation of its provisions.
3. Aiding and advising the State Governments on O&M aspects.
4. Quality Management in Government including laying down norms and standards for processes.
5. RFD-Co-Ordination.
6. Any other subject allocated by the Secretary (AR&PG).

**(iii) 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.

Sl. No.	Types of Cases	Channel of submission	Level of final disposal
<b>1.</b>	<b>Parliamentary Matters</b>		
(i)	Replies to Starred Questions	D.D. or U.S./D.S. or Dir./AS/ Secy.	MOS (PP)
(ii)	Replies to Un-starred Questions and	D.D. or U.S./D.S. or	MOS (PP)

	Assurances	Director/ AS	
(iii)	Final replies to recommendations of Parliamentary Committees	D.D. or US/DS or Director/ AS/ Secy.	MOS (PP)
(iv)	Action taken note on the recommendations of Parliamentary Committees	D.D. or US/D.S. or Dir./ AS	MOS (PP)
(v)	Action Taken note on the recommendations of Parliamentary Committee	D.D. or US/D.S. or Dir./AS	Secretary
(vi)	Furnishing of replies to Questionnaire and other references received from Parliamentary Committee	D.D. or U.S/D.S. or Director/ AS	Secretary
(vii)	Furnishing of facts of Question to Lok Sabha/ Rajya Sabha Secretariat	ADD or S.O/ D.D. or US/D.S. or Director	AS
<b>2.</b>	<b>Notes for Cabinet or Committees of Cabinet</b>		
(i)	Note for Cabinet on matters concerning the Ministry	D.D or U.S. /D.S. or Dir./AS/ Secy.	MOS (PP)/PM
(ii)	Final Note for Committees of Cabinet on matters concerning the Ministry	D.D, or US/ DS or Dir. AS/Secy	MOS (PP)
(iii)	Comments on Note for Cabinet/Committee of Cabinet received from other Ministries/Department.		
	(a) Notes relating to either questions of policy or matter concerning the work of the Ministry	DS or DIR/ AS/ Secretary	MOS (PP)
	(b) All other notes	D.D. or U.S./D.S. or Dir.	AS/Secretary
<b>3.</b>	<b>Notes for Committees of Secretaries</b>		
(i)	Notes on matters concerning the Ministry	D.D. or US/DS or Dir. / AS	MOS (PP)/ PM
(ii)	Notes received from other Ministries for comments		
	(a) Matters involving major policy or	DD or US/ D.S. or Dir./	Secretary/ MOS (PP)



	important issues	AS	
	(b) All other notes	D.D. or U.S./ D.S. or Dir.	AS
4.	<b>Cases before CAT/ High Court/Supreme Court</b>		
(i)	Decision on contesting writ petitions or filing appeals/ revisions petitions		
	(a) Appointments made with ACC's approval, as also all other appointments made to Group 'A' posts	D.D. or U.S./D.S. or Dir./ AS	MOS (PP)
	(b) All other appointments/ cases	D.D. or U.S./ D.S. or Dir.	AS
(ii)	Preparation of Para-wise comments and finalization of counter affidavit in cases		
	(a) In which the ministry is a respondent and where the issues raised are covered by existing rules/ orders/ policy decisions.	ADD or SO/ D.D.orU.S.	DS or Director
	(b) Where the issues raised have major policy implications	ADD or SO /DD or US	AS/ Secretary
	(c) In other cases	ADD or SO/ DD or US	DS or Director
(iii)	Contempt petitions against Secretary/Minister	ADD or S.O. /DD or US/DS or Dir./ AS	Secretary
(iv)	Furnishing of comments on writ petitions in which the Ministry is a proforma respondent:		Secretary
	(a) Where the issues raised is based on settled policy or clear precedent not involving exercise of any discretion.	ADD or S.O./ D.D. or US / DS or Dir.	DS or Director
	(b) Where the issues raised have major policy implications	D.D. or U.S. / D.S. or Dir./ AS.	AS
5.	<b>Replies to letters/ representations</b> Received by MOS (PP) from MPs and other VIPS	D.D. or US /DS or Dir./ AS	MoS (PP)

6.	<b>Formulation or budget proposals</b> Annual Plan proposals, Annual Action Plan etc.	D.D. or U.S/ D.S. or Director/	AS
7.	<b>Furnishing of material for</b> inclusion in the monthly summary for Cabinet /D.O letters to Cabinet Secretary relating to significant events, President's Address to Parliament, Finance Minister's budget speech. Annual Report of the Ministry, Induction note etc.	D.D. or US/D.S. or Director	AS
8.	<b>Furnishing of monthly statement</b> Of pending Assurances/ letters from PMO/implementation of decisions of Cabinet/ cases pending over a month/ Quarterly progress report about use of Hindi.	ADD or S.O. / D.D. or US	DS or Director
9.	<b>Furnishing of briefs/ Action</b> Taken Note for meeting of the Departmental Council (JSM) or other important meetings:		
(i)	Briefs	ADD or S.O./ D.D. or U.S./ D.S. or Director	AS
(ii)	Action taken notes	ADD or SO/ DD or US	DS or Dir.
10.	<b>Notes / References to PMO</b>	DS or Director/ AS	Secretary/ MOS (PP)
11.	<b>Extension of the period of</b> deputation of ex-cadre posts beyond the initial 3 years:		
(i)	For the 4th year	DS or Director/ AS	Secretary
(ii)	For the 5th year	DS or Director/ AS	MOS (PP)
(iii)	Beyond the 5th year (subject to consultation with Establishment Division)	DS or Director/ AS	MOS (PP)

**(iv) 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.

**(v) 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.

**(vi) 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, stationary items, general office items, electronic, computer ACs 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. 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
3. Policy Guidelines for Website Development, Hosting and Maintenance.
4. Guidelines for Plan Scheme on Modernisation 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 e 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

1. Right to Information: Master Key to Good Governance 09.06.2006
2. Unlocking human capital: Entitlements and Governance – a Case Study 31.07.2006
3. Crisis Management: From Despair to Hope 31.10.2006
- 4 Ethics in Governance 12.02.2007
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 Destiny 08.10.2008
10. Refurbishing of Personnel Administration – Scaling New Heights 27.11.2008
11. Promoting e-Governance – The Smart Way Forward 20.01.2009
12. Citizen Centric Administration – The Heart of Governance 30.03.2009
13. Organisational 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 on e-Governance
3. Files relating to National Awards on e-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.

**(vii) 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 NGO's 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 Citizens' charters.

**(viii) 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;**

(a) Department of Official Language Implementation Committee is headed by Joint Secretary (Admn.). Not open for public.

(b) 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.

(c) 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).

(d) 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.

(e) 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.

(f) 1. Standing Committee in respect of grievances of officers of the level of Joint Secretary and above.

2. Standing Committee of Secretaries for Public Grievance redress.

3. 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.)

(g) 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)

(ix) [A directory of its officers and employees](#)

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

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

AR & PG Wing	B.E. 2016-17	R.E. 2016-17	Total Exp.	B.E. 2017-18
1	2	3	4	5
05.06.01-Salaries	1071.80	1071.80	999.70	1147.00
05.06.02-Wages	36.00	37.00	37.00	30.00
05.06.03-OTA	1.00	0.24	0.20	1.00
05.06.06 - Medical	16.00	14.00	14.00	12.00
05.06.11-D.T.E	24.00	24.00	23.54	20.00
05.06.12-F.T.E	0.50	0.00	0.00	0.50
05.06.13-OE	100.00	120.00	119.95	96.00
05.06.16-Publication	8.00	1.58	1.57	7.00
05.06.20-O.A.E./NP	20.00	12.00	8.36	10.00
05.06.32- Contribution	5.50	5.50	5.34	5.50
05.06.50-O.C.	0.10	0.10	0.10	0.10
05.99.50-Other Charge.	28.00	28.00	28.00	0.00
Total	1310.90	1314.22	1237.76	1329.10
PLAN SCHEME FOR ADMINISTRATIVE REFORMS				
OAE(Plan)	2300.00	2300.00	2277.89	2953.00

(xii) **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.

(xiii) **Particulars of recipients of concessions, permits or authorization granted by it:**

-NIL-

(xiv) **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.

(xv) **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.507, Fifth Floor, Sardar Patel Bhavan, New Delhi, redresses the grievance of the public in person.

(xvi) [Names, designations and other particulars of the Public Information Officers](#)

(xvii) **Tour undertaken by Officials of DARPG**

- (i) [Foreign visits/training programmes conducted by the Department from January, 2012 till date \(uploaded on 17.11.2014\)](#)
- (ii) [Domestic visits/training programmes conducted by the Department from January, 2012 till date \(uploaded on 17.11.2014\).](#)