

(Updated as on 11/04/2017)

**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 (vi) 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 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

**Under Secretary (IE&C-II)**

Room No. 505C

Tel: 23401475 Intercom: 475

**Shri M.V. Balasubramanian, 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/Deptts. 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 Assurances	D.D. or U.S./D.S. or Director/ AS	MOS (PP)
(iii)	Final replies to recommendations of Parliamentary Committees	D.D. or US/DS or Director/ AS/ Secy.	MOS (PP)