

Nodal Pg Officers:

Ministry/Department/Organization : Administrative Reforms and Public Grievances - PG Division

Nodal Public Grievance Officer Name and Designation : Parthasarthy Bhaskar Deputy Secretary

Address : 5th Floor Sardar Patel Bhawan Sansad Marg, New Delhi

Phone No/Fax/Email : 01123361856 partha.bhaskar@gov.in

Ministry/Department/Organization : Andhra Pradesh

Nodal Public Grievance Officer Name and Designation : Y.SavithriAsst Secretary

Address : General Admin Dept PAGB Secretariat Velagapudi AMARAVATI

Phone No/Fax/Email : 08632441541 ap-cmrelieffund@ap.gov.in

Ministry/Department/Organization : Central Board of Direct Taxes (Income Tax)

Name and Designation of Officer : Archana Choudhary Principal Director General of Income Tax Administration and TPS

Address : Central Board of Direct Taxes Room no 523, Mayur Bhawan, Connaught Circus, New Delhi

Phone No/Fax/Email : 01123412480delhi.pdgit.admin.tps@incometax.gov.in

FAQ

Question: What are the contact details of the Department of Administrative Reforms and Public Grievances?

Answer: Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhavan, Sansad Marg, New Delhi – 110001 Website:: www.darpg.gov.in Tele fax : 23741006

Question: Where can the grievances be sent?

Answer: The grievances can be sent to :The Department of Administrative Reforms and Public Grievances.(pgportal.gov.in)The Department of Pensions and Pensioners' Welfare.(DP&PW)(pgportal.gov.in/pension/)The above nodal agencies receive grievances online through pgportal.gov.in as well as by post or by hand in person, from the public.

Question: How do I lodge the grievance?

Answer: The grievances can be lodged online on . In cases where internet facility is not available or even otherwise, the citizen is free to send her/his grievance by Post. There is no prescribed format. The grievance may be written on any plain sheet of paper or on a Postcard / Inland letter and addressed to the Department. The grievance can also be filled through Common Service Centre.

Question: What happens when I lodge the grievance?

Answer: The grievance is acknowledged online or by post. A unique registration number is given to each grievance.

Question: How do I track my grievance?

Answer: It may be tracked on the pgportal using view status link and after providing unique registration number.

Question: What happens to the grievances? How are the grievances dealt with in Central Ministries/Departments?

Answer: Every Central Ministry / Department has designated a Joint Secretary or a Director / Deputy Secretary, as its 'Director of Grievances'. He / She is the nodal officer for redress of grievances on work areas allocated to that particular Ministry / Department.

Question: After redress, can the grievance be re-opened for further correspondence about it having been closed without details etc.?

Answer: No. In such situations, the citizen will have to lodge a fresh grievance drawing reference to the closed grievance, and call for details. Sometimes, the details are sent by post and mentioned in the final report. The postal delivery may be awaited before lodging a fresh grievance

Question: What are the contact details of the Nodal Officers of Public Grievances in Ministries/Departments?

Answer: The list is accessible on the Department's website at [http://www.darpg.gov.in](#). In addition to this, it is also available in the Citizen's Charter of the Ministries/Departments hosted on their websites.

Question: What is the system of granting personal hearing on grievances?

Answer: Every Wednesday of the week has been earmarked for receiving and hearing of grievances by the Director of Public Grievances in person.

Question: . What are the types of grievances which are not taken up for redress by the Department?

Answer: Subjudice cases or any matter concerning judgment given by any court. Personal and family disputes RTI matters Anything that impacts upon territorial integrity of the country or friendly relations with other countries

Question: . What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning Central Ministries/Departments/ Organizations?

Answer: The Department of Administrative Reforms & Public Grievances is the chief policy making, monitoring and coordinating Department for public grievances arising from the work of Ministries/Departments/Organizations of the Government of India. The grievances received in the department are forwarded to the Ministries/Departments concerned. Redressal of grievances is done by respective Ministries/Departments in a decentralized manner. The Department periodically reviews the status of redressal of public grievances under CPGRAMS of Ministries/Departments for speedy disposal of grievances / complaints.

Question: . What is the role of Department of Administrative Reforms and Public Grievances (DARPG) with reference to the grievances concerning State Government?

Answer: All grievances relating to State Governments / Union Territory Administrations and Government of NCT Region of Delhi, are sent to the State/ UT/ NCT Government concerned. Citizens may take up matter regarding pendency of their grievances directly with the State Government concerned also.

Question: . What is the time limit for redress of grievance?

Answer: Thirty (30) days. In case of delay an interim reply with reasons for delay is required to be given.

Question: . What action can be taken by me in case of non-redress of my grievance within the prescribed time?

Answer: You may take up the matter with the Director of Public Grievances of the Ministry/Department concerned whose details are available on the pgportal.

Question: . What can a citizen do if he is not satisfied with the redressal of his grievance?

Answer: An Appeal provision has been made for redressal of dis-satisfied grievances in respect of Central Ministry/Department identified through a mandatory feedback rating to be given by the Citizen on disposal of the grievance by the Nodal Grievance Officers. The appeal needs to be filed by the applicant within 30 days.

Question: . How to deactivate CPGRAMS account?

Answer: 1. The request for deactivation of a user account can be made through email to the CPGRAMS helpdesk (cpgrams-darpg@nic.in). The email should be sent from the registered email id only. 2. In case of deactivation, the user can not create an account with the same email-id/mobile but the user can make a request again to activate the same account.

Question: . How to change the details of the Nodal Grievance Officer and Nodal Appellate Authority in the portal?

Answer: The concerned organization (Ministries/Department/State Govt) can change the details with their log in credentials.

Question: . Whether the Department has operated any feedback call center?

Answer: Yes. Department has established Feedback call center to get the feedback from the citizen on disposed grievance in case the feedback is not received through the portal. The call center also assists in filling the appeal.

About Us

Director of Public Grievances, The Department of Administrative Reforms and Public Grievances. is the nodal agency to formulate policy guidelines for citizen-centric governance in the country. Redress of citizen's grievances, being one of the most important initiatives of the department, DAR&PG formulates public grievance redress mechanisms for effective and timely redress / settlement of citizen's grievances.

The DAR&PG has been making endeavors to bring excellence in public service delivery and to redress grievances of citizens in a meaningful manner by effectively coordinating with different Ministries and Departments of the Government and trying to eliminate the causes of grievances.

This is a Government of India Portal aimed at providing the citizens with a platform for redress of their grievances. If you have any grievance against any Government organization in the country, you may lodge your grievance here which will go to the Ministry/Department/State Government concerned for immediate redress.

Department of Administrative Reforms and Public Grievances

(DARPG) had signed a memorandum of understanding for developing Artificial Intelligence Machine Learning techniques apart from other New Generation technologies to analyze public grievances.

The web portal of IGMS (<https://dashboard-pmopg.nic.in/igms2/sign-in>) launched by DARPG

in collaboration with IIT Kanpur helps implement Artificial Intelligence (AI) and Machine Learning (ML) techniques to conduct an exploratory and predictive analysis of public grievances received on the web-based Centralized Public Grievances Redress and Monitoring System. Other new generation technology of DARPG has launched for CPGRAMS are available in the portal : <http://www.treedashboard.in>

Presently, in addition to flagging urgent grievances using Artificial Intelligence, the Intelligent Grievance Management System (IGMS) deployed by DARPG in CPGRAMS also functions as a module within CPGRAMS 7.0 and performs the following functions:

Automatically detects spam, bulk and repetitive grievances in real-time.

Automatically identifies the semantic gist of grievances by analyzing their text contents and pdf attachments

Automatically detects important clusters of topics, reflecting issues that multiple citizens are complaining about with respect to a department or a scheme

Enables spatiotemporal filtering of themes and topics being reflected in grievances, to facilitate identification of both policy-level and implementation-level root causes of grievance production

Any query/comments/discrepancies may be communicated to Department of Administrative Reforms & Public Grievances as per the following Contact Address:

Parthasarthy Bhaskar

Director (PG)

The Department of Administrative Reforms and Public Grievances., Sardar Patel Bhawan

Parliament Street, New Delhi 110 001

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