

## **GRIEVANCE REDRESSAL SYSTEM:-**

The Ministry of Urban Development has established an efficient and effective grievance redressal mechanism. The grievances of public are received in the exclusively created Public Grievances Cell located adjacent to the reception of the Ministry at Gate number 2 of the Nirman Bhavan. The Cell is designated Section for handling grievances pertaining to all organizations under the Ministry of Urban Development.

### **STRUCTURE OF GRIEVANCE REDRESSAL MACHINERY**

The PG Cell is supervised by a Section Officer and the Cell is working under the Director in-charge of Public Grievance redressal who is designated as Public Grievance Officer of the Ministry. Joint Secretary (W&H) is the **Director of Grievances** and overall in-charge of the Public Grievance Redressal Machinery of the Ministry . Presently following Officers are handling Grievances at various level:-

| <b>Name</b>                | <b>Designation</b>   | <b>Phone No and E-mail</b>   |
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| Shri B. Anand              | Joint Secretary (W&H), Min. of Urban Development is the overall in charge of Public grievances in the Ministry and is the designated <b>Director of Grievances</b> in the Ministry | Room No 308, 'C' Wing<br>Nirman Bhavan, New Delhi.<br>Tel No. 23061295<br>E-mail:- <a href="mailto:anandb@ias.nic.in">anandb@ias.nic.in</a> .<br><b>Website-<a href="http://www.moud.gov.in">www.moud.gov.in</a></b> |
| <b>Shri R. Prem Anand</b>  | Deputy Secretary (C&PG)  | Room No. 313 'C' Wing, Nirman Bhavan, New Delhi<br>Tel No. 23061425<br>Email : <a href="mailto:dscoord-mud@nic.in">dscoord-mud@nic.in</a>  |
| <b>Smt Madhavi Mohan</b>   | Under Secretary (C&PG)   | Room No. 201 'B' Wing, Nirman Bhawan, New Delhi.<br>Tel No 23061047<br>Email : <a href="mailto:madhavi.mohan70@nic.in">madhavi.mohan70@nic.in</a>  |
| <b>Shri P. K. Sengupta</b> | Section Officer (PG Cell)  | Room No 009, Ground Floor, Near Gate no 2, Nirman Bhawan, New Delhi.<br>Tel No : 23062010<br>Email :- <a href="mailto:sopg-mud@nic.in">sopg-mud@nic.in</a>   |

### **Action on Grievances:**

Ministry of Urban Development follows the guidelines of DARPG for redressal of Public Grievances received in the Ministry according to which a grievance is normally required to be redressed within a period of two months.

All the grievances after acknowledgment are forwarded to the concerned organizations who are dealing with the substantive function linked with the grievance for redressal under intimation to the complainant. Depending upon the seriousness of the grievance the Cell follows them up regularly till their final disposal.

The Public Grievance Redressal Mechanism in the Ministry functions on a decentralized basis. The attached and subordinate offices and the autonomous bodies dealing with substantive functions have their respective grievance redressal machinery. The PG Cell of the Ministry in order to ensure that grievances are handled in a fair, objective and just manner, particularly follows those grievances where the complainant had failed to get redressal at the hands of internal machinery and the sub-ordinate authorities. No grievance petition received is closed without having been addressed and responded.

Regular review meetings are held with various organization of MoUD, to monitor and follow up on grievance so that the disposal of these are expedited.

## II. Public grievance officers of the various organizations (other than Secretariat) under this Ministry as on 01.05.2016.

| Sl. No. | Name of Organisations     | Public Grievance Officers   | Telephone Nos and e-mail addresses  |
|---------|---------------------------|---|---|
| 1.      | Ministry (Secretariat)    | Shri B. Anand<br>Joint Secretary/Director of Grievance.<br><br>Shri R. Prem Anand, Dy. Secretary (Coord., Parl. & PG)                             | Room No 308, 'C' Wing<br>Nirman Bhavan, New Delhi.<br>Tel No. 23061295<br>E-mail:- anandb@ias.nic.in<br><br>Room No. 313, 'C' Wing,<br>Nirman Bhavan, New Delhi.<br>Tel No. 23061425<br>E-mail: dscoord-mud@nic.in<br>Website:- <a href="http://www.moud.gov.in">www.moud.gov.in</a>  |
| 2.      | CPWD                      | Shri V. K. Jayaswal<br>Deputy Director General (Works)<br><br>Shri Harnam Singh,<br>DDG (HQ)<br><br>Shri Sunil Kumar Sharma<br>Director (PM & PG) | Room No. 118, 'A' Wing,<br>Nirman Bhavan, New Delhi.<br>Tel. No. 23061506<br><br>Room No. 108, 'A' Wing<br>Nirman Bhawan, New Delhi,<br>Tel No. 23062674<br><br>Room No 115, 'A' Wing,<br>Nirman Bhavan, New Delhi.<br>Tel. No. 23062220<br>E-mail:dirpm@nic,in<br>Website:- <a href="http://www.cpwd.gov.in">www.cpwd.gov.in</a> |
| 3.      | Land & Development Office | Shri Anand Mohan,<br>Land & Development Officer   | Room No. 611, 'A' Wing,<br>Nirman Bhavan, New Delhi.<br>Tel No. 23062871<br>E-mail:- ldo@nic.in<br>Website:- <a href="http://www.ldo.nic.in">www.ldo.nic.in</a>   |

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| 4.  | Directorate of Estates                           | Shri Anand Singh,<br>Director of Estates                       | Room No. 442, 'C' Wing,<br>Nirman Bhavan, New Delhi.<br>Tel No. 23062005<br>Website:- <a href="http://www.estates.nic.in">www.estates.nic.in</a>   |
| 5.  | Directorate of Printing                          | Shri Naveen Yadav,<br>Joint Director Admn.-II                  | Room No. 106, 'B' Wing,<br>Nirman Bhavan, New Delhi.<br>Tel No. 23061307<br>Website:- <a href="http://www.dop.nic.in">www.dop.nic.in</a>   |
| 6.  | Delhi Development Authority                      | Shri M. K. Gupta,<br>Commissioner SA & GR                      | Vikas Sadan, INA, New Delhi.<br>Tel No. 24619946<br>Email:<br>ddacpgrams@gmail.com<br>Website:- <a href="http://www.dda.org">www.dda.org</a>   |
| 7.  | National Buildings Construction Corporation Ltd. | Shri Yogesh J.P. Sharma,<br>Chief General Manager              | NBCC Bhawan, Lodhi Road, New Delhi-110003.<br>Tel. No. <a href="tel:24366995">24366995</a><br><a href="mailto:E-mail-cgmpmg.nbcc@nic.in">E-mail-cgmpmg.nbcc@nic.in</a><br>Website:- <a href="http://www.nbccindia.gov.in">www.nbccindia.gov.in</a> |
| 8.  | Town & Country Planning Organization             | Shri K. K. Joadder,<br>Chief Town & Country Planner            | T&CPO, E-Block, Vikas Bhawan, I P Estate, New Delhi-110002.<br>Tel. No. 23370306<br>E-mail:- cp.tcpo@yahoo.com<br>Website:- <a href="http://www.tcpomud.gov.in">www.tcpomud.gov.in</a>   |
| 9.  | Department of Publication                        | Shri Gopal Dutt Pandey<br>Assistant Controller of Publications | Department of Publication, Civil Lines, Delhi-110054.<br>Tel No. 23813761<br>E-mail:- acop-dep@nic.in<br>Website:- <a href="http://www.deptpub.nic.in">www.deptpub.nic.in</a>  |
| 10. | Govt. of India Stationary Office                 | Shri B. N. Halder,<br>Asstt. Controller of Stationery          | G.I.S.O., 3, Church Lane, Kolkata-700001.<br>Tel. No.033- 22625481<br>Website:- <a href="http://www.giso.gov.in">www.giso.gov.in</a>   |
| 11. | National Capital Region Planning Board           | Shri B. K. Tripathy,<br>Member Secretary                       | N.C.R.P.B., Core-IV B, First Floor, India Habitat Centre, Lodhi Road, New Delhi- 110003.<br>Tel No. 24642285<br>Website:- <a href="http://www.ncrpb.nic.in">www.ncrpb.nic.in</a>   |
| 12. | Delhi Metro Rail Corporation Ltd.                | Shri Gopal Kumar Pathak,<br>Assistant Manager (Planning)       | Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001.<br>Tel No. 23417915<br>E-mail-<br>planning_dmrc@rediffmail.com<br>Website:- <a href="http://www.delhimetrorail.com">www.delhimetrorail.com</a>                                 |
| 13. | Pay and Account Office                           | Smt. Jyoti Agarwal,<br>Accounts Officer                        | Room No. -307, B-Wing,III Floor,<br>O/o CCA, Nirman Bhawan,<br>New Delhi.<br>Phone-23063673  |