

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 Room no 006-C-Wing, adjacent to the Gate number 1 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 (Coord) 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 levels:-

Name	Designation	Phone No and E-mail
Shri Pankaj Kumar Singh	Joint Secretary (Coord), Min. of Urban Development is the overall in charge of Public grievances in the Ministry and is the designated Director of Grievances in the Ministry.	Room No 308, 'C' Wing Nirman Bhawan, New Delhi. Tel No.23062826 E-mail: - Pankajksingh@nic.in Website-www.moud.gov.in
Shri R. Prem Anand	Director (C&PG)	Room No. 313 'C' Wing, Nirman Bhawan, New Delhi Tel No. 23061425 Email : dscoord-mud@nic.in
Shri Deepak Kumar	Under Secretary (C&PG)	Room No. 201 'B' Wing, Nirman Bhawan, New Delhi. Tel No 23061047 Email : deepak.kumar98@nic.in
Smt. Sanchari Banerjee	Section Officer (PG Cell)	Room No 006, C-Wing, Near Gate no 1, Nirman Bhawan, New Delhi. Tel No : 23062010 Email :- sopg-mud@nic.in

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 45 days.

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 subordinate 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 is expedited.

II. Public Grievance Officers of the Ministry of Housing and Urban Affairs and various Organizations under it, at present, is as below: -

Sl. No.	Name of Organisations	Public Grievance Officers	Telephone Nos and e-mail addresses
1.	Ministry (Secretariat)	Shri Pankaj Kumar Singh, Joint Secretary (Coord). Shri R. Prem Anand, Director (Coord., Parl. & PG)	Room No 308, 'C' Wing Nirman Bhawan, New Delhi. Tel No. 23062826 E-mail: - Pankajksingh@nic.in Room No. 313, 'C' Wing, Nirman Bhawan, New Delhi. Tel No. 23061425 E-mail: dscoord-mud@nic.in Website:- www.MoHUA.gov.in 
2.	CPWD	Shri Harish Kumar, DDG (Works) Shri Vivek Bansal, DDG (HQ) Dr. Sushil Kumar, Director (PM & PG)	Room No. 114, 'A' Wing, Nirman Bhawan, New Delhi. Tel. No. 23061506, E-mail- cpwd_ddg@nic.in Room No. 108, 'A' Wing Nirman Bhawan, New Delhi, Tel No. 23062674, E-mail- delddghq.cpwd@nic.in Room No 115, 'A' Wing, Nirman Bhawan, New Delhi. Tel. No. 23062220 E-mail:dirpm@nic,in Website:- www.cpwd.gov.in 
3.	Land & Development	Shri Din Dayal	Room No. 627, 'A' Wing,

	Office	Dy. Land & Development Officer	Nirman Bhawan, New Delhi. Tel No. 23061915 E-mail:-din.dayal@nic.in Website:- www.ldo.nic.in 
4.	Directorate of Estates	Shri Ravi Kumar Arora Director of Estates	Room No. 442, 'C' Wing, Nirman Bhawan, New Delhi. Tel No. 23062005, E-mail-ravikumararora.ias@nic.in Website:- www.estates.nic.in 
5.	Directorate of Printing	ShriG.P.Sarkar Director	Room No. 101-102, 'B' Wing, Nirman Bhawan, New Delhi. Tel No. 23061413 E-mail:-gour.sarkar@gov.in Website:- www.dop.nic.in 
6.	National Building Organisation	Shri Umraw Singh, Director	National Building Organisation, Room no.-210, G Wing, Nirman Bhawan, New Delhi, Tel. No.: 23061692 E-mail: umraw.s@gov.in
7.	Pay and Account Office	Smt Jyoti Vinod Sr. Accounts Officer	Room No.- 307, B-Wing, 3 rd Floor, O/o CCA, Nirman Bhawan, New Delhi. Tel No.-23062540 E-mail- tnc-moud@gov.in
8.	Town & Country Planning Organization	Shri Mohd. Monis Khan Town and Country Planner	T&CPO, E-Block, Vikas Bhawan, I P Estate, New Delhi-110002. Tel. No. 23370620 E-mail:-monis.khan@nic.in Website:- www.tcpomud.gov.in 
9.	Department of Publication	Smt. Lucy Jyoti Beck Assistant Controller	Department of Publication, Civil Lines, Delhi-110054. Tel No. 23813761 E-mail:- acop-dep@nic.in Website:- www.deptpub.nic.in 

10.	Govt. of India Stationary Office	Shri B. Dhar, Asstt. Controller of Stationery	G.I.S.O., 3, Church Lane, Kolkata-700001. Tel. No.033- 22625481, dca.giso@nic.in Website:- www.giso.gov.in	E-mail-
11.	National Buildings Construction Corporation Ltd.	Smt.DivyaBharti, Senior Project Executive	NBCC Bhawan, 6 th Floor, Lodhi Road, New Delhi-110003. Tel. No. 24367314 E-mail-tech.ho@nbccindia.com Website:- www.nbccindia.gov.in	
12.	Housing and Urban Development Corp.	Shri H M Bhatnagar, General Manager Law	Core 7A, HUDCO Bhawan, India Habitat Centre, Lodhi Road, New Delhi-110003, Tel. No.: 24651165, E-mail: pghudco2018@gmail.com , Website: www.hudco.org	
13.	Hindustan Prefab Ltd.	CS Namrata Srivastava, Company Secretary,	Hindustan Prefab Ltd. Jangpura, New Delhi-110014 Tel. No.- 43149800, E-mail: - cs.hpl@gov.in Website: hindprefabin	
14.	Delhi Metro Rail Corporation Ltd.	Shri Omvir Singh Saini, GM (Planning)	Metro Bhawan, Fire Brigade Lane, Barakhamba Road, New Delhi-110001. Tel No. 23417915,E-mail-planningdmrc@gmail.com Website: www.delhimetrorail.com	
15.	Delhi Development Authority	Shri Dharmender Sharma, Director (SA & GR)	Vikas Sadan, INA, C Block, 3 rd Floor, New Delhi. Tel No. 24625134 Email: dirsagr@dda.org.in Website:- www.dda.org	

16.	National Capital Region Planning Board	Smt. Nilima Majhi, Deputy Director Tech.	N.C.R.P.B., Core-IV B, First Floor, India Habitat Centre, Lodhi Road, New Delhi- 110003. Tel No. 24642287, ncrpb@nic.in Website:- www.ncrpb.nic.in 	E-mail: ddtm-ncrpb@nic.in
17.	Delhi Urban Art Commission	Smt. Ruby Kaushal Secretary	Core-6A, UG Floor, India Habitat Centre, Lodhi Road, New Delhi-110003, Phone-24619593 E-mail: duac1974gmail.com	
18.	Building Material & Technology Promotion Council	Shri S. K. Gupta, Deputy Chief TDEIC	Core 5A, India Habitat Centre, Lodhi Road, New Delhi-110008, Tel No.-24652416 guptasharad@gmail.com	E-mail: guptasharad@gmail.com
19.	Central Government Employees Welfare Housing Organisation	Shri M. K. Maity, Dy. Director (Admn.)	'A' Wing, 6th floor, Janpath Bhawan, Janpath New Delhi - 110 001, Tel Nos. -23739722 E-mail:cgewho@nic.in	
20.	National Cooperative Housing Federation of India	Shri N. S. Mehara Chief Executive	6A/6, Siri Fort Institution Area, August Kranti Marg, New Delhi, Tel. No.-26490535 E-mail: nchf2001@yahoo.com , Website: nchfindia.net	
21.	National Institute of Urban Affairs	Shri Manoj Shukla, Accountant	Core-4B, 1 st and 2 nd Floor, India Habitat Centre, Lodhi Road, New Delhi-110003, Phone—24643284, Extn. No.- 207 E-mail- mshukla@niua.org	
22.	National Capital Region Transport Corporation Ltd.	Shri Saket Kumar Singh, Company Secretary	7/6, Siri Fort Institutional Area, August Kranti Marg, New Delhi-110049, Phone- 41066943, E-mail- saket.singh@ncrtc.in	
23.	Rajghat Samadhi Committee	Shri K. P. Singh, Secretary	Raj Ghat Samadhi committee, Mahatma Gandhi Marg, New Delhi-110002. Phone- 23273546, E-mail- gandhisamadhi@gmail.com www.rajghat.gov.in	

