

As on 01st July, 2009.

**DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC
GRIEVANCES**

**(MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES &
PENSIONS)**

RIGHT TO INFORMATION ACT, 2005

Information under section 4(1)(b) of the Act

4(1)(b) :

- (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.

The mission of the Department is to act as a facilitator, in consultation with Central Ministries/Departments, States/UT Administrations, Organizations and individuals, to improve Government functioning through process reengineering, Organization and Methods and Grievance handling, and by promoting modernization, Citizen's Charters, award schemes, e-governance and best practices.

- (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** and seven different divisional heads*

namely, **Director (O&M and Modernisation), Director (E-governance), Director (Administrative Reforms), Director (Documentation and Dissemination), Director (International Exchange & Cooperation), Deputy Secretary (Public Grievances) and Deputy Secretary (Administration & Coordination)**. In the Department, for major policy decisions, the file is submitted through the divisional heads to Additional Secretary to Secretary (AR&PG) and finally to Minister of State for Personnel, Public Grievances and Pensions. Besides, the Deputy Secretary (Administration & Coordination) is also designated as head of the Department and Under Secretary (Administration) is designated as head of the office and exercise financial, administrative powers as per laid down procedures and rules of Government of India.

OFFICERS OF THE DEPARTMENT

Smt. Rajni Razdan, Secretary(AR&PG)

Department of Administrative Reforms and Public Grievances,
Fifth Floor, Sardar Patel Bhavan, New Delhi.
Tel.No.23742546
Fax: 23742133

Shri D.V. Singh, Additional Secretary(AR&PG)

Department of Administrative Reforms and Public Grievances,
Fifth Floor, Sardar Patel Bhavan, New Delhi.
Tel.No.23741004
FAX: 23741005

Shri P.K. Jha, Joint Secretary(AR&PG)

Department of Administrative Reforms and Public Grievances,
Fifth Floor, Sardar Patel Bhavan, New Delhi.
Tel.No.23360331
FAX: 23360352

WORK/ DUTIES OF ITS OFFICERS AND EMPLOYEES

I. ADMINISTRATION AND COORDINATION DIVISION

(i) ADMINISTRATION & COORDINATION UNIT

Shri S.K. Gupta,
Deputy Secretary,
(Admn.&Coord)
Tel.No.23362325
Room No.515
Intercom.No.410

Shri V.K.Verma
Under Secretary
Tel: 23401441
Room No.523
Intercom: 441

Shri Amrish Kumar,
Section Officer (Admn)
Tel: 23401444
Room No. 524,
Intercom: 444.

Shri S.C.Bhardwaj,
Section Officer(Cash&DDO)
Tel: 23401488
Room No. 524,
Intercom: 488

(ii) OFFICIAL LANGUAGE UNIT

Shri S.K. Gupta,
Deputy Secretary,
(Admn.&Coord)
Tel.No.23362325
Room No.515
Intercom.No.410

Shri Shrawan Kumar,
Deputy Director(OL)
Tel: 23401430
Western Hall
Intercom:430

WORK ALLOCATED

1. All establishment matters of Group A, B, C & D officers and staff of the Department.
2. General Administration
3. Budget, Cash & Accounts
4. Coordination in Parliamentary matters.
5. Implementation of RTI Act in the Department.
6. Implementation of Official Language Policy.
7. Work relating to FSR
8. Any other subject allocated by Secretary

II INTERNATIONAL EXCHANGE & COOPERATION DIVISION

Shri Satish Kumar
Director,
Tel.No.23360208
Room No.501
Intercom.No.406

Shri Anurag Srivastava
Under Secretary & Protocol
Officer
Tel: 23401427
Room No.Western Hall
Intercom: 427

Smt. C.P.Madan, SO
Western Hall
Intercom: 433

WORK ALLOCATED

1. International exchange and cooperation with other countries in Civil Services, Personnel Management and Public Administration.
2. Interaction with the International Institute of Administrative Sciences, Brussels, Belgium and Commonwealth Association for Public Administration and Management (CAPAM).

3. Pilot project coordination and CBPR Project of Social Accountability
4. Any other subject allocated by Secretary.

III. ADMINISTRATIVE REFORMS DIVISION

Ms. Meenakshi Sharma
Director
Tel.No.23362369
Room No.517
Intercom.No.405

Shri R.C. Handa,
Under Secretary
Tel: 23367060
Room No.518
Intercom: 428

Shri I.P. Mishra,
Under Secretary
Tel: 23367060
Room No.518
Intercom: 429

Shri G K Duggal,
Section Officer
Western Hall
Intercom: 431

WORK ALLOCATED

1. All matters relating to Administrative Reforms in Government of India.
2. Coordinating the Administrative Reform Process in Government of India.
3. Prime Minister's Award for Excellence in Public Administration.
4. Any other subject allocated by Secretary.

IV. ARC DIVISION

Shri S.A. Rahim,
Deputy Secretary(ARC)
Room No. 508A
Tel: 23741006
Intercom: 409

Shri P.T.Bhutia,
Under Secretary(ARC)
Western Hall
Tel: 23401426
Intercom: 426

Shri
Section Officer
Western Hall

1. Servicing Core Group on Administrative Reforms, Standing Committee of Secretaries for rationalization of staff strength in Government of India.
2. Implementation of Reports of 2nd Administrative Reforms Commission.

ORGANISATION & METHODS AND MODERNISATION DIVISION

Shri S.K. Gupta,
Deputy Secretary
Room No.516
Tel: 23362325
Intercom: 410

Shri Anurag Srivastava
Under Secretary
Tel: 23401427
Room No.Western Hall
Intercom: 427

Shri Bhupal Singh, SO
Intercom: 434
Room No.Western Hall

WORK ALLOCATAED

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. Implementation of the Plan Scheme of Modernization of Government offices.
6. Any other subject allocated by Secretary.

V E-GOVERNANCE DIVISION

Ms.Lekha Kumar,

Director
Room No.505
Tel: 23743030
Intercom: 404

Sh. Ravi Ranjan

Section Officer
Eastern Hall
Intercom:

Shri Akhil Saxena

Under Secretary(E-gov A)
Eastern Hall
Tel: 23401457
Intercom:457

Shri Juglal Singh

Under Secretary(E-gov B)
Eastern Hall
Tel: 23401456
Intercom: 456

WORK ALLOCATAED

1. Implementation of the Minimum Agenda for e-Governance in the Ministries/Departments of the Government of India.
2. Coordinating and supporting implementation of National e-governance Plan.
3. Promotion of Excellence in e-Governance through organizing National Conference on e-Governance.
4. Promotion of IT in the functioning of GOI-organizing IT Managers conference to review progress in various Ministries/Departments.
5. Electronic workflows, dynamic updation of information on Internet/Website.
6. External Aided Projects.
7. Any other subject allotted by Secretary.

VI PUBLIC GRIEVANCES DIVISION

Shri Manish Mohan

Deputy Secretary,
Tel.No.23745472
Room No.506
Intercom.No.408

Smt. S.N.Joshi

Under Secretary,
Tel: 23401474
Eastern Hall
Intercom: 474

Shri Badri Prasad

Deputy Director,
Tel: 23361856
Eastern Hall
Intercom:475

Ms. Shyma Kutty,

Under Secretary,
Tel: 23401468
Eastern Hall
Intercom: 468

Shri P.S. Chauhan,

Under Secretary,
Tel: 23401467
Eastern Hall
Intercom: 467

Shri Ram Kanwar,

Section Officer
Tel: 23401465
Eastern Hall
Intercom: 465

WORK ALLOCATED

The Department of Administrative Reforms & Public Grievances (DARPG) has developed a model for benchmarking excellence in Public Service delivery (Sevottam). Based on the model, the Bureau of Indian Standards (BIS) in consultation with this Department has developed Indian Standard IS 15700:2005 for public service delivery in India. The Dedicated Team headed by Director (PG) set up in DARPG with Members from BIS, Quality Council of India, NIC and Tata Consultancy Services is providing handholding support to all departments of Govt. of India improving service delivery to obtain 'Sevottam' Certificate under the scheme.

PG Division has already made several improvements in its service delivery as required under 'Sevottam' and has applied for certification under IS 15700:2005.

A brief account of duties allocated to the Division is indicated below:

1. Implementation of Service Delivery Excellence (Sevottam) in the Ministries and Departments of GOI.
2. Formulation and implementation of Citizen's Charters 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. Updation of Citizen's Charter and the website www.goicharters.nic.in maintained by the Division with technical support from NIC.
3. Evaluation Studies of Citizen's Charter in States and UTs.
4. 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. Implementing Public Grievance Redress and Monitoring (PGRAM) as developed in the Division with technical support from NIC.
6. Training of officers of Govt. of India to implement PGRAM for effective redress of public grievances.
7. Handling of individual public grievances pertaining to the Ministries and Departments of GOI.
8. Handling of individual public grievances pertaining to the State Govts. and UT Administrations.
9. Holding of periodic meetings of Director of Grievances of the Ministries and Departments of GOI.
10. Updating and improving PGRAMS to include all Govt. of India departments on the redress of grievance by placing the system under one umbrella. Study of PGRAMS.
11. Coordination of Studies on grievance prone areas of the government and recommending actions.
12. Coordination of work relating to grievances appearing in the newspapers.
13. Matters relating to Parliamentary Standing Committee.
14. Matters relating to Standing Committee of Secretaries for Grievance Redress to review the Grievance Redress Mechanism in various Ministries and Departments of GOI.

15. Formulation of policy guidelines/instructions to improve redress mechanism of the GOI.
16. DFID Project to improve public service delivery.
17. Matters relating to Information and Facilitation Centres including conduct of studies for effective functioning for IFCs.
18. 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.
19. Coordination of Budget, Administration and Annual Action Plan of PG Division.

VII. DOCUMENTATION AND DISSEMINATION DIVISION

Smt. Ritika Bhatia

Deputy Secretary,
Room No.516
Tel: 23360369
Intercom: 407

Miss Roma Chatterjee,

Asstt.Editor
Tel: 23401469
Eastern Hall
Intercom: 469

Shri

Under Secretary,
Tel: 23744391
Eastern Hall
Intercom:

Shri Sanjay Sethi

Asstt. Librarian cum
Information Officer
Tel: 23401477
Intercom: 477

Shri A. K. Srivastava

Deputy Director,
Eastern Hall
Intercom: 476

Shri,

Under Secretary,
Tel: 2334 8275
Library
Intercom:

WORK ALLOCATED

1. Identification, documentation and dissemination of best practices.
2. Publication of monthly newsletter “Civil Services News” (CSN), quarterly journal “Management in Government” (MIG) and annual issue of Administrative Year Book.
3. Production of documentary films on best practices.
4. Extension of financial assistance to the State Governments for documentation of best practices.
5. Research in public management.
6. Governance Knowledge Centre.
7. Any other subject allocated by Secretary.

(iii) the procedure followed in the decision making process, including channels of supervision and accountability;

(a) ORGANISATION CHART

(ANNEXURE –I)

(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	Leave of final disposal
1.	Parliamentary Matters		
(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)
(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
2.	Notes for Cabinet or Committees of Cabinet		
(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./	AS/

		D.S. or Dir.	Secretary
3.	Notes for Committees of Secretaries		
(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 important issues	DD or US/ D.S. or Dir./ AS	Secretary/ MOS (PP)
	(b) All other notes	D.D. or U.S./ D.S. or Dir.	AS
4.	Cases before CAT/ High Court/Supreme Court		
(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 finalisation 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.or U.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.	Relies to letters/ representations Received by MOS (PP) from MPs and other VIPS	D.D. or US/ DS or Dir./ AS	AS
6.	Formulation or budget proposals <u>Annual Plan proposals,</u> <u>Annual Action Plan etc.</u>	D.D. or U.S/ D.S. or Director/ AS	AS
7.	Furnishing of material for 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.	Furnishing of monthly statement 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.	Furnishing of briefs/ Action 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.	Notes / References to PMO	DS or Director/ AS	Secretary/ MOS (PP)
11.	Extension of the period of deputation of ex-cadre posts beyond the initial 3 years:		
(i)	For the 4 th year	DS or Director/ AS	Secretary
(ii)	For the 5 th year	DS or Director/ AS	MOS (PP)
(iii)	Beyond the 5 th 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. Manual of Office Procedures

(vi) a statement of the categories of documents that are held by it or under its control;

ADMN. & COORD DIVISION:

(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) INTERNATIONAL EXCHANGE & COOPERATION

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 organisations

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 of monthly presentation on best practices.
3. Files pertaining to evaluation studies conducted by M/s Santek Pvt. Ltd. regarding quarterly journal "Management in Government" (MIG), monthly newsletter "Civil Services News" (CSN) and Assessment of Initiatives for Responsive Administration & Good Governance.
4. Files pertaining to publication of Administrative Year Book.
5. Files pertaining to documentation and dissemination of best practices by production of documentary films.
6. Files pertaining to digitization of reports of various Administrative Reforms Commissions/Committees.
7. Files pertaining to organizing lecture series.
8. Files pertaining to correspondence with persons contributing articles for publication in MIG.
9. Files pertaining to selection of articles for publication in MIG.
10. Files pertaining to collection of material for CSN.
11. Files pertaining to payment of honorarium to editorial board members and contributors of articles.
12. Files pertaining to matters concerning library.
13. Files pertaining to selection of Printers for MIG and CSN
14. Files pertaining to organizing of Regional Seminars/workshops
15. Files pertaining to production and telecast of documentary series for creating awareness and dissemination of information on e-governance
16. Files pertaining to Government Knowledge Centre(GKC)

ARC & AR DIVISIONS

1. One copy each of the following 20 reports submitted by the 1st Administrative Reforms Commission (1966-1970): -

Sl.No.	Name of the Report	Date of presentation to Government
1.	Problems of Redress of Citizens' Grievances (Interim)	20-10-1966
2.	Machinery for Planning (Interim)	29-4-1967
3.	Public Sector Undertakings	17-10-1967
4.	Finance, Accounts & Audit	13-1-1968
5.	Machinery for Planning (Final)	14-3-1968
6.	Economic Administration	20-7-1968
7.	The Machinery of GOI and its procedures of work	16-9-1968
8.	Life Insurance Administration	10-12-1968
9.	Central Direct Taxes Administration	6-1-1969
10.	Administration of UTs & NEFA	28-11-1969
11.	Personnel Administration	18-4-1969
12.	Delegation of Financial & Administrative Powers	12-6-1969

13.	Centre-State Relationships	19-6-1969
14.	State Administration	4-11-1969
15.	Small Scale Sector	24-12-1969
16.	Railways	30-1-1970
17.	Treasuries	27-2-1970
18.	Reserve Bank of India	11-3-1970
19.	Posts & Telegraph	15-5-1970
20.	Scientific Departments	1970

2. A copy of the report indicating the implementation position of the recommendations made in the above 20 reports which was laid in the Parliament in 1977.
3. Hota Committee Report on Civil Service Reforms.
4. Files relating to review of Administrative Laws

O&M AND MODERNISATION DIVISION

1. Central Secretariat Manual of Office Procedure
2. Records Retention Schedule for Records Common to all Departments
3. Policy Guidelines for Website Development, Hosting and Maintenance.
4. Guidelines for Plan Scheme on Modernisation of Government Offices.
5. Records Management in Government.
6. Guidelines for the improvement of the quality of services rendered through the telephone in public offices

E-governance Division

1. Files relating to Plan Scheme on Administrative Reforms.
2. Files relating to organization of IT Managers Conference National Conference on e-Governance.
3. File relating to Enterprise Solution for Less Paper Office initiative in the Department (e-Disha).
4. Files relating to procurement of Hardware/Software and providing maintenance services for the Department of AR&PG.
5. File relating to DFID Project – Capacity Building for Poverty Reduction
6. File relating to setting up of NISG
7. File relating to Modernisation of District Administration
8. Files relating to World Bank sub-project on Capacity Building for Good Governance.

PG Division

1. Citizens' charter of the Department of Administrative Reforms and Public Grievances.
2. Information relating to Citizens' charter of the Ministries/Departments of Government of India is available in the Department website www.darpg.nic.in.
3. Files on policy formulation relating to Citizens' charters, IFCs, Public Grievance Redress.
4. Files on individual grievances including files on fast track cases and taken up cases.
5. Files relating to evaluation studies of Public Grievance redress mechanism, IFCs and Citizens' charters.
6. Files relating to publication of advertisement on nodal officers for citizens' charters, Directors of Public Grievances and contact officers for IFCs.

(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 an 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;

- (i) Department of Official Language Implementation Committee is headed by Deputy Secretary (Admn.).
- (ii) 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.
- (iii) 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).
- (iv) 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.
- (v) 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.
- (vi) 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.)
- (vii) 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;

Please see directory services for this information.

**(x) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;
(As on 18 July, 2009)**

Position as on 18/06/2009

DETAILS OF BASIC PAY AND GRADE PAY IN R/O OF OFFICERS & OTHER STAFF

DEPARTMENT OF AR & PG

Sl. No.	Designation	Name	Basic Pay	Grade Pay
1	Additional Secretary	Sh. D. V. Singh	67000	12000
2	Joint Secretary	Sh. P. K. Jha	59690	10000
3	Director	Sh. Satish Kumar	41150	8700
4	Director	Sh. Alok Ranjan	41690	8700
5	Director	Smt. Meenakshi Sharma	51150	8700
6	Director	Smt. Lekha Kumar	45790	8700
7	Director	Sh. Manish Mohan	37400	8700
8	Director	Sh. Sanjeev Kumar	41690	8700
9	Deputy Secretary	Sh. S. K. Gupta	31970	7600
10	Deputy Secretary	Sh. S. A. Rahim	29010	7600
11	Deputy Secretary	Smt. Ritika Bhatia	37400	8700
12	Under Secretary	P.S. Chauhan	24930	6600
13	Under Secretary	R. C. Handa	26240	6600
14	Under Secretary	Sh. P. T. Bhutia	21620	6600
15	Under Secretary	Smt. Shailja Joshi	24920	6600
16	Under Secretary	Sh. Anurag Srivastava	24260	6600
17	Under Secretary	Smt. Shyama Kutty	26900	6600
18	Under Secretary	Sh. I. P. Mishra	28220	6600
19	Under Secretary	Sh. Juglal Singh	22100	6600
20	Under Secretary	Sh. V. K. Verma	20910	6600
21	Under Secretary	Sh. Akhil Saxena	22100	6600
22	P.P.S.	Sh. P. P. Prakashan	23290	6600
23	Deputy Director	Sh. Badri Prasad	22080	6600
24	Deputy Director	Sh. A. K. Srivastava	21800	6600
25	Deputy Director(OL)	Sh. Shrawan Kumar	22280	6600
26	Section Officer	Sh. Amrish Kumar	16230	5400
27	Section Officer	Sh. SC Bhardwaj	17350	5400
28	Section Officer	Sh. Ram Kanwar	17750	5400
29	Section Officer	Sh. Bhupal Singh	18990	5400

30	Section Officer	Sh. GK Duggal	16120	4800
31	Section Officer	Sh. Shiv Lal	15380	4800
32	Section Officer	Smt. Veena Khosla	16950	5400
33	Section Officer	Smt. CP Madan	15750	4800
34	Section Officer	Sh. SK Mandi	14650	4800
35	P. S.	Sh. VK Nathani	21260	5400
36	P. S.	Smt. Asha Lata Gupta	20690	5400
37	P. S.	Smt. Himalini Parasher	17550	5400
38	P. S.	Smt. L. Sukumari Amma	18970	4800
39	P. S.	Smt. Amarpreet Kaur	15700	4800
40	P. S.	Smt. Lavinia Bates	18140	4800
41	Asstt. Editor	Ms. Roma Chatterjee	9300	4650
42	Asstt. Library & Info. Officer	Dr. Sanjay Sethi	13400	4600
43	Sr. Hindi Translator	Sh. M.K. Goel	19310	5400
44	Steno C	Smt. Naresh Sahni	15700	4800
45	Steno C	Smt. Promila purthi	16930	4800
46	Steno C	Sh. R.P. Saxena	15770	4800
47	Steno C	Sh. R.N. Sharma	16120	4800
48	Steno C	Smt. Arvinder Kaur Panthy	15770	4800
49	Steno C	Smt. Shanti Venkat	13730	4200
50	Steno C	Sh. Kashmiri Lal	15150	4200
51	Steno C	Smt. Kiran Duggal	14440	4200
52	Steno C	Smt. Anita Sahni	13730	4200
53	Steno C	Smt. Sheela Devi Vashisth	13730	4200
54	Steno C	Sh. Devender Satti	14790	4200
55	Steno C	Smt. Vijay Lakshmi	14440	4200
56	Steno C	Smt. Sadhna Kapoor	13730	4200
57	Steno C	Smt. Neeru Verma	13730	4200
58	Steno C	Smt. Veena Sharma	13730	4200
59	Steno C	Smt. Gurpreet Puri	13730	4200
60	Assistant	Smt. Alima Tirkey	14440	4200
61	Assistant	Smt Rajesh Rani Khnna	14440	4200
62	Assistant	Smt Tara Thomas	13090	4200
63	Assistant	Smt. Rama S Sharma	13090	4200
64	Assistant	Smt. Uma Sharma	13370	4200
65	Assistant	Sh. Sant Ram	10800	4200
66	Assistant	Smt. Sashwati Das	12580	4200
67	Assistant	Smt. Paramjit Kaur	13090	4200
68	Assistant	Smt. Asha Wadhwani	13090	4200
69	Assistant	Sh. Balasubrmanian	13090	4200
70	Assistant	Sh. S.G. Kaushik	13730	4200
71	Assistant	Sh. Ramesh Chandra	13090	4200
72	Assistant	Smt Madhu Bala	12090	4200
73	RA	Sh. K.Uday Bhanu	14080	4200
74	RA	Sh. Anil Kumar P	12310	4200
75	RA	Sh. S.K. Rohilla	15860	4200
76	RA	Sh. Sushil chillwar	11580	4200
77	RA	Smt. M. Kalpakkam	11580	4200

78	RA	Sh. Lokesh kumar	11580	4200
79	RA	Smt sudha Bhanu	10200	4200
80	RA	Smt Rajani Padmanabhan	9800	4200
81	Accountant	Sh. Jagbir Singh	13730	4200
82	Jr.Hn Translator	Smt. S.M. Ekka	9300	4200
83	Investigator	Sh. R.S. Rawat	8720	2800
84	Investigator	Sh. Subodh Kr	9420	2800
85	Investigator	Sh Rajeev Kr Singh	9420	2800
86	Investigator	Sh. Manoj Kr	9420	2800
87	Investigator	Sh. Mohan singh	9420	2800
88	Investigator	Sh. Anjani Kumar Mishra	9060	2800
89	Investigator	Smt. K. S, Kalyani	10190	2800
90	Investigator	Sh. M.M. Khantwal	9360	2800
91	Investigator	Sh. A.K. Singh	9140	2800
92	Investigator	Sh. V.K. Singha	9140	2800
93	Investigator	Sh. V.K.C.Sayre	9300	2800
94	Investigator	Sh. Vikash Gupta	7750	2800
95	Investigator	Sh. Shiv Kumar	8070	2800
96	UDC	Sh. Gordhan singh	7920	2400
97	UDC	Sh. Krishan Kr	10410	2400
98	UDC	Sh. K.S. Rawat	8410	2400
99	UDC	Smt. Pushpa Batra	13090	4200
100	UDC	Smt. Usha Krishan Kr	8370	2400
101	UDC	Sh. Dinender kumar	8990	2400
102	UDC	Sh. Simanchal Bisoyee	8080	2400
103	UDC	Sh. Rambir	9180	2400
104	LDC	Sh. Anek singhj	7910	1900
105	LDC	Sh. Jayant Kr Thakur	6810	1900
106	Despatch Rider	Sh. Vijay Kumar	7310	1900
107	Sr. Gest Operator	Sh. M.L. Sah	8670	1900
108	Driver	Sh. Subhash Chand	7310	1900
109	Daftry	Sh. Jaibir Singh	8360	1800
110	Daftry	Sh. Harpal Singh	8220	1800
111	Daftry	Sh. Shanti Ram	8220	1800
112	Daftry	Sh. Ram Charan	8220	1800
113	Farash	Sh. Dhanpat Ram	6600	1800
114	Peon	Sh. Trilok Chand	8030	1900
115	Peon	Sh. Alha Ram	8220	1900
116	Peon	Sh. P. Ramu	7600	1800
117	Peon	Sh. Vijay Kumar	7460	1800
118	Peon	Sh. Suresh Kumar	8220	1800
119	Peon	Sh. Raj Singh	7600	1800
120	Peon	Sh. Jagmohan	7600	1800
121	Peon	Sh. Krishan Pal	7310	1800
122	Peon	Sh. KP Singh	7180	1800
123	Peon	Sh. RK Rai	7180	1800
124	Peon	Sh. Krishan Kumar	7030	1800
125	Peon	Sh. Sunil Kumar	7060	1800

126	Peon	Sh. Keshar Singh	6410	1800
127	Peon	Sh. Babu Lal	6220	1800
128	Peon	Sh. Nand Kishore	6220	1800
129	Safai Karamchari	Sh. Ram Kishore	7180	1800
130	Safai Karamchari	Smt. Narayani	6220	1800
Allowances:- Other allowances admissible as per rules.				

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

(Plan Schemes)

(Rs. in lakhs)

S. No.	Name of the Scheme/ Component item of Expenditure	Proposed expenditure (BE 2007-08)	Expenditure incurred up to 16.01.2008
1.	Modernization of Govt. Offices	400.00	299.56
2.	Pilot Projects on Administrative Reforms	400.00	68.42
3.	Capacity Building for Poverty Reduction through DFID	400.00	208.98
	Sub-total of DAR&PG	1200.00	576.96
4	Setting up of Administrative Reforms Commission	300.00	43.93
	Total	1500.00	102.53

(Non-plan)
(Rs. in thousand)

S. No.	Name of the Scheme/ Component item of Expenditure	(BE 2007-08)	Expenditure incurred up to 16.01.2008
1.	Salaries	33830	24613
2.	Wages	240	137
3.	OTA	63	47
4.	Medical Treatment	800	315
5.	Domestic Travel Exp.	850	721
6.	Foreign Travel Exp.	800	620
7.	Office Exp.	3000	2944
8.	Publication	900	511
9.	Other Admn. Exp.	11000	6917
10.	Other Charges	7	7
11.	Contribution	410	322
12.	I.T.(O.C)	500	390
TOTAL		52400	37544

(xii) The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;

O&M and E-governance Division

The Department administers a Plan Scheme on Modernisation of Government Offices. Under this Scheme, proposals for modernisation of offices are invited from Ministries/Departments and their attached and subordinate offices. The proposals are examined by the Screening Committee and after its approval, the funds are released. The user Ministries/Departments are required to contribute at least 25% of the total cost. This year's budgetary allocation is

Rupees four crores. (The details to be made available after the funds are released.)

e-governance

Sl. No.	Name of the Project	Amount Sanctioned (Rs. in lakhs)
1.	Organisation Process Documentation and Integration (OPDI) Project in Pondicherry	7.00
2.	Less Paper Office Initiative Project in Government of Karnataka	8.00
3.	Smart Collectorate Project of Moradabad District, U.P.	6.00

D&D Division

The D & D Division does not administer any programme involving subsidy. However, financial assistance is granted to the State Governments / U.T. Administrations for professional documentation and dissemination of best practices initiated in that State. As per guidelines formulated by this Department, a maximum of Rs.3.00 lakh is granted to a State Government for professional documentation of a best practice and its dissemination. Till now, the following financial assistance has been released to the States :

Financial Assistance	Year	Amount sanctioned
Bhagidhari Ph-I	2001	1,10,000
Bhagidhari Ph-II	2002 & 3	2,23,000
Bhagidhari Ph.III	2003 & 05	2,21,960
Bhagidari Ph. IV	2006	39,380
Bhagidari Ph. V	2006	37,500
Andhra Pradesh	2003	13,30,000
One day Governance (Gujarat)	2004 & 2006	1,60,000
Attapady (Kerala)	2004 2006-06	1,50,000 3,00,000
Kutch Rehabilitation after Earthquake – Story of Human Resilience and Endeavor	2005 2006-07	67,500 67,500
Communitization of Public	2005	1,00,000

Services & Institutions in Nagaland.		
'Lokvani' (Distt. Sitapur (U.P.))	2005-06	1,15,000
Compendium of best practices of Haryana Government	2006-07	1,40,000
Suwidha-Improvement of Citizen services (Government of Punjab)	2007-08	1,50,000

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

Sl. No.	Name of the Project	Consultant
1.	(a) Conceptualizing and implementing a Charter Mark Scheme for recognizing excellence in the implementation of Citizen Charters; (b) Public Grievance Redress Mechanism rating Model; (c) A Scheme of Awards to Institutions for Excellence in Public Service Delivery	Tata Consultancy Services, New Delhi
2.	Training and Capacity Building of Government Employees for Management of Records.	Excelsoft Technologies Pvt. Ltd., Mysore
3.	Documentation and dissemination of best practices and setting up of a facility with digital repository of best practices and resources to support good governance initiatives.	Excelsoft Technologies Pvt. Ltd., Mysore

(xiv) Details in respect of information, available to or held by it, reduced in an electronic form;

Website of DARPG – <http://darpg.nic.in/>

The following documents are available in electronic form:

1. Central Secretariat Manual of Office Procedure
2. Policy Guidelines for Website Development, Hosting and Maintenance

3. Guidelines for Plan Scheme on Modernisation of Government Offices
4. List of recorded files with other details.
5. Civil Service News
6. Management in Government
7. Guidelines for e-mail management

(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;

Website of DARPG – <http://darpg.nic.in/>

The Department has also fixed a time on every **Wednesday 10.00 A.M. to 1.00 P.M.** where the **Deputy Secretary (Public Grievances), Room No.506, Fifth Floor, Sardar Patel Bhavan, New Delhi**, redresses the grievance of the public in person.

(xvi) The names, designations and other particulars of the Public Information Officers;

As on 01.07.2009

Ministry of Personnel, Public Grievances and Pensions
(Department of Administrative Reforms and Public Grievances)

**CENTRAL INFORMATION OFFICERS AND APPELLATE AUTHORITIES
UNDER RIGHT TO INFORMATION ACT, 2005**

Sl. No.	Name of the Central Public Information Officer, Designation Tele. No.	Subject Matter	Name of Appellate Authority with Designation /Tele. No.
1.	Shri Anurag Srivastava Under Secretary (O&M) Tel: 2323367060 Intercom: 427	Formulation of common office procedure, All matters related to Central Secretariat Manual of Office procedure, Advise to State Govt. on O&M aspects, Quality Management in Government, Method Studies, Plan Scheme on Modernization of Government Offices, Records Management.	Shri S.K. Gupta, Deputy Secretary (Organisation & Methods and Modernisation) 23362325

2.	Shri Akhil Saxena Under Secretary (E-gov. A) 23367966 Intercom: 447	Promotion of excellence in e-Governance including National Conference in e-Governance, National Awards for e-Governance, Modernization of District Administration, Coordination of Plan Budget.	Smt. Lekha Kumar Director(E-governance) 23363030
3.	Shri Juglal Singh Under Secretary (E-gov. B) Tel. 23367966 Intercom: 456	Coordinating and supporting implementation of National e-Governance Plan, Mission Mode Project of e-Office, World Bank Assistance Sub-Project on Capacity Building for Good Governance, e-Disha Enterprise Solution for Less Paper Office applications and related issues in association with NIC, Promotion of IT in the functioning of GoI, updation of information on internet/ website, all training and capacity building activities. DIFD supported programme on Capacity Building for Poverty Reduction.	
4.	Shri I P Mishra Under Secretary, (AR) 23367060 Ext: 429	Second Administrative Reforms Commission, Prime Minister's Award for Excellence in Public Administration, Internship Programme in Govt. of India, Monitoring and Implementation of Pilot Projects on administrative reforms, Observance of Civil Service Day, National Conference of District Collectors.	Ms. Meenakshi Sharma Director(Administrative Reforms) Tel: 23362369
5.	Shri R.C. Handa, Under Secretary, (AR) 23367060 Ext: 428	Review of Administrative Laws. Pilot Projects on Administrative Reforms. Implementation of Point 20 of Twenty Point Programme, 1986 relating to Responsive	

		Administration, Annual Action Plan of the department; Study of commissions/ Tribunals/ Statutory Bodies, Study Reports done by the Departments.	
6.	Shri P.T.Bhutia, Under Secretary (ARC) Ph: 23367060 Intercom: 426	All matters related to 2 nd Administrative Reforms Commission.	Shri S.A.Rahim, Deputy Secretary Ph: 23741006. Intercom: 409
7.	Shri A.K.Srivastava Deputy Director (D&D) 23744391 Intercom: 476	Matters related to Civil Service News; Indexing of departmental works; Inventory of administrative innovations; All matters related to Management in Government; Follow-up action on Chief Minister's Conference; Administrative Year Book; Press Clippings and releases; Issue>Returns/ Purchase of books and Periodicals.	Smt. Ritika Bhatia Deputy Secretary (Documentation & Dissemination) 23360369 Intercom: 407
8.	Shri Under Secretary(D&D) Tel: 23744391	Matters related to Documentation and Dissemination of best practices; Digitization of reports of various Administrative Reforms Commission. Governance Knowledge Centre. Regional Conferences on Good Governance.	
9.	Shri Anurag Srivastava Under Secretary (IE&C) 23360583 Intercom: 427	International Exchange & Cooperation; matters related to CAPAM & IIAS.	Shri Satish Kumar Director (International Exchange & Cooperation) 2360208
10.	Shri P.S. Chauhan Under Secretary(PG) Tel:23367966 Intercom:467	Handling of individual public grievances pertaining to Ministries/Departments of Govt. of India.	Shri Manish Mohan, Deputy Secretary (Public Grievances) 23745472
11.	Smt. S.N.Joshi Under Secretary(PG) Tel: 23367966 Intercom: 474	Handling of individual public grievances pertaining to State Governments /UTs. excluding Delhi	

12.	Shri Badri Prasad, Deputy Director(PG), Tel: 23361856 Intercom 475	Matters related to Public Grievance Redressed Mechanism. Handling of individual public grievances pertaining to Ministries/Departments of Govt. of India including Railways and Delhi Government.	
13.	Smt. Shyama Kutty Under Secretary(PG) Tel: 23367966 Intercom: 468	Matters related to Citizen's Charter; World Bank Project on Charter mark and Excellence in Public Service Delivery System(Sevottam). DIFD projects pertaining to PG, Setting up of Facilitation Centers and its evaluation.	
14.	Shri V.K.Verma Under Secretary (Administration.) 23360583 Intercom: 441	All establishment and personnel matters of DoAR & PG; House Keeping jobs; Departmental Record Room, Coordination in Parliamentary Matters and Cash & Accounts; Annual Report; All Budget Matters and coordination of RTI matters.	Shri S K Gupta, Deputy Secretary (Administration & Coordination) Ph: 23362325
15.	Shri Shraavan Kumar Deputy irector(Official Language) Ph:23401430 ext 430	All matters pertaining to promotion of Official Language in the Department.	
