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No. MoES/20/10/2009-ICC
Government of India
Ministry of Earth Sciences

Bardha

Mahasagar Bhawan,
Block No 12, CGO Complex,
Lodhi Road, New Delhi-3.
Dated 8th December, 2010

OFFICE MEMORANDUM

Subject:- Designing and Implementing Sevottam Complaint Citizen's/Client's Charter' and 'Sevottam Compliant Grievance Redress Mechanism .

The undersigned is directed to forward herewith a copy of D.O.letter No.F-16014/1/2010-PG dated 26/11/2010 received from Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms and Public Grievances, New Delhi for information and necessary action.

Encl: - As above.

(Signature)

(Bhupal Singh)
Section Officer (ICC)

To

1. The Director (Estt.) MoES, New Delhi.
2. The Director, CMLRE, Kochi-682016
3. The Project Director, ICMAM, Chennai- 601302
4. The Director, NCAOR, Goa -403804
5. The Director, INCOIS, Hyderabad-500055
6. The Director, IITM, Pune-411008
- 7 The Director, NIOT, Chennai- 601302
8. The Director General of Meteorology, IMD, Mausam Bhavan, New Delhi
9. The Head, NCMRWF, Sector- 62, NOIDA



प्रभास कुमार झा
PRABHAS KUMAR JHA

संयुक्त सचिव
JOINT SECRETARY



भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001

Government of India

Ministry of Personnel, Public Grievances & Pensions,
Department of Administrative Reforms
And Public Grievances,
Sardar Patel Bhavan, Parliament Street,
New Delhi-110001

D.O. No. F-16014/1/2010 -PG

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1. Please take note of the addresses.
2. Please circulate to all concerned units.

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Dear Sri Singh,

Please refer to the organization of four workshops on 'Designing and Implementing Sevottam Complaint Citizen's / Client's Charter' and 'Sevottam Compliant Grievance Redress Mechanism' from 30th August 2010 to 22nd September 2010, in which two officers from your Ministry / Department had participated. Based on the feedback of 148 participants, it has been decided to create a Help desk to facilitate all such Ministries / Departments that may face difficulty in the creation of a system of 'Sevottam Complaint Citizen's / Client's Charter' and a system for 'Sevottam Compliant Grievance Redress Mechanism' by 31st December, 2010. Accordingly, I am to inform that the following facility has been created in the Department of Administrative Reforms and Public Grievances for the purpose:-

- i) **For all queries** and requests for assistance relating to Sevottam Compliant Citizen's / Client's Charter and Sevottam Compliant Grievance Redress Mechanism
 - a) Write to sevottam@nic.in
- ii) For **general** queries write or speak to:
 - b) shailja.joshi@nic.in or Telephone during office hours at 23401474
 - c) arvind.suri@nic.in or telephone at 23745472
 - d) gupta.vikas@nic.in
 - e) Or write by post to Shri Arvind Suri, Director (PG), Department of Administrative Reforms and Public Grievances, 5th floor, Sardar Patel Bhawan, Sansad Marg, New Delhi 110001
- iii) For all **technical** queries on the Centralized Public Grievance Redress And Monitoring System (CPGRAMS)
 - a) Write to Help Desk at cpgrams-darpg@nic.in
 - b) Or telephone to Shri K.Madhavan, or Shri J. P. Gupta, or Shri Vinod Bansal in NIC DARPG at 23367682

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I and my team will be happy to facilitate your Ministry / Department in sorting out any difficulty in the creation of the two Sevottam Compliant Systems by the target date of 30th December 2010.

Regards,

Yours sincerely,


(P.K. Jha)

Shri D.P. Singh,
Joint Secretary,
Ministry of Earth Sciences,
Block No.12, CGO Complex,
Lodi Road, New Delhi.