

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 and the Ministry of Urban Employment and Poverty Alleviation.

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. Economic Advisor 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:-

Name	Designation	Phone No and E-mail
Ms. Aditi S Ray	Economic Advisor, 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. 232-A 'C' Wing, Nirman Bhavan, New Delhi Tel No. 23061397 E-mail:- directorgrievanceud@gmail.com Website – WWW.urbanindia.nic.in
Sh. J. P. Agrawal	Director (C&PG) is the Public Grievance Officer	Room No. 313 'C' Wing, Nirman Bhavan, New Delhi Tel No. 23061425 Email : grievanceud@gmail.com

Action on Grievances

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 responded by way of a speaking order.

II. Public grievance officers of the various organisations under this Ministry as on 01/08/2009.

Sl. No.	Name of Organisation	Public Grievance Officer	Telephone Nos and email addresses
1.	CPWD	Shri Sudhir Kumar Deputy Director General (Works) Sh. Diwan Chand Deputy Secretary (Admn.)	Room No. 117, 'A' Wing, Nirman Bhavan, New Delhi Tel. No. 23061506 Email : cpwd_ddg@nic.in Room No. 125, 'A' Wing, Nirman Bhavan, New Delhi Tel. No. 23061128 Website – www.cpwd.nic.in
2.	Land & Development Office	Shri Rajesh Kumar Sinha, Land & Development Officer	Room No. 611, 'A' Wing, Nirman Bhavan, New Delhi Tel No. 23062871 Email : ldo@nic.in Website – www.ldo.nic.in
3.	Directorate of Estates	Shri Ashok Kumar, Deputy Director Directorate of Estates	Room No. 540, 'C' Wing, Nirman Bhavan, New Delhi Tel No. 23063004 Website – www.estates.nic.in
4.	Directorate of Printing	Shri R. C. Gupta, Joint Director (Admn.) Directorate of Printing	Room No. 105, 'B' Wing, Nirman Bhavan, New Delhi Tel No. 23061092
5.	Delhi Development Authority	Mrs. Neemo Dhar, Director (PR & PG)	Vikas Sadan, New Delhi Tel No. 24616526 Website – www.dda.org.in