

No. 5/1/2010-PG  
GOVERNMENT OF MINES  
MINISTRY OF MINES

Shastri Bhavan, Dr. Rajendra Prasad Road,  
New Delhi, the 16<sup>th</sup> June, 2010.

To

The Director General,  
Geological Survey of India,  
27 Jawahar Lal Nehru Marg,  
Kolkata

Sub: Public Grievances Redressal Machinery

Sir,


I am directed to state that consequent to the Geological Survey of India (GSI) becoming an Attached Office, the matter was taken up with the Department of Administrative Reforms and Public Grievances to enlist GSI directly as one of the organizations for the purpose of lodging grievances under their Grievances Redressal scheme. The Department of Administrative Reforms and Public Grievances (DAR&PG) has now accordingly included GSI as one of the organizations for direct lodging of the grievances by making the changes in the CPGRAMS software of the (DAR&PG) in its website [www.darpg.nic.in](http://www.darpg.nic.in). In accordance with the procedure, the Public Grievances Officer of GSI {Shri K.V. Krishnamurthi, Director (Geology)} will be the Nodal Officer for the purpose.

2. In accordance with the requirements of the Scheme, GSI may take the following action and intimate the position to DAR&PG.

- (i) Designate an officer of the rank of Joint Secretary as 'Director, Public Grievances'
- (ii) Specify the channel of officers, who will be dealing with the Public Grievance cases.
- (iii) Create a 'Public Grievance Cell' with adequate staff, exclusively for dealing with the PG cases.
- (iv) DAR&PG may be requested for creation of separate User IDs for CPGRAMS for all the Regions/ HoD and intimate them accordingly.

- (v) Request DAR&PG for training to be imparted to all the officials for working on the website from DAR&PG.
- (vi) Review all the pending PG cases on weekly/ fortnightly/ monthly basis.
3. A monthly Report as per Annexure may be sent along with the D.O. from the D.G., GSI to Secretary (Mines) to enable monitoring of disposal.
4. It is requested that necessary action may be taken to circulate grievances redressal scheme (copy enclosed) to all Regions and Offices of the GSI and to ensure that effective monitoring of the redressal of grievances is done in house and CPGRAMS application updated accordingly.

Yours faithfully,



(Chandramani Sharma)  
Director  
Telefax: 23383096

Copy to:

1. All HoDs of GSI
2. The Secretary, Department of Administrative Reforms & Public Grievances, Sardar Patel Bhavan, New Delhi with reference to D.O. letter No. 27/121/2009-M.II dated 25<sup>th</sup> May 2009 from Special Secretary, Ministry of Mines, New Delhi.
3. Technical Director (NIC) for placement on Mines website and GSI portal, along with enclosures.

## STATEMENT OF PENDENCY OF GRIEVANCES FOR THE MONTH OF \_\_\_\_\_

Unit/ Region/ HoD	Pending at the start of month	Received during the month	Disposal during the month	Grievance pendency at the end of the month			
				0-4 weeks	4-8 weeks	8-16 weeks	More than 16 weeks

- Note: 1. Cases pending for more than 16 weeks should be listed out, with reasons for pendency.
2. The data should be based on pendency as recorded in the CPGRAMS software.