



Government of India

MINISTRY OF NEW AND RENEWABLE ENERGY

Public Grievance Redressal Mechanism

The Ministry of New and Renewable Energy has established an efficient and effective grievance redressal mechanism. The Grievances are received in the exclusively created Sevottam Cell located adjacent to the reception of the Ministry at the main Gate of the Block No. 14, CGO Complex.

2. A Sevottam Compliant Public Grievance Cell known as “Sevottam Cell” has been established for handling grievances pertaining to Ministry. Shri S.S. Madan, Consultant, MNRE is heading this Cell. The citizens can meet him every Wednesday from 3.00 to 4.00 p.m. with their grievances without any prior appointment. He can be contacted at: Telefax: 011-2436 3203, Toll Free: 1800 11 0024 and E-mail: ss.madan@nic.in.

3. The Cell is working under the Director in-charge of Administration, who is designated as **Director, Public Grievance** of the Ministry. Economic Adviser is overall in-charge of the Public Grievance Redressal Machinery in the Ministry set up under Centralized Public Grievance Redress And Monitoring System (CPGRAMS). The name, designation, room number, telephone number, etc. of Director of Public Grievances are as under:

Shri Girish Kumar
Director (Public Grievances)
Room No. 110, Block No. 14,
CGO Complex, Lodi Road,
New Delhi-110001
Telefax No.011-2436 5619; E-Mail: gkumar.mnre@nic.in

4. Every Tuesday is designated “as a meeting-less day” so that P. G. petitioners can meet the Director (P.G) freely. The grievances can also be sent to him by Post, by Hand, by E- mail or by Fax. A dedicated E-mail address: cpgrams.mnre@nic.in has been created for receipt of Grievance petitions from the public in Electronic form. For lodging Grievances centrally, please click: <http://www.pgportal.gov.in> or at Feed Back: <http://mnre.gov.in>.

5. In order to facilitate Citizens to register complaints without burdening themselves of expenditure involved on telephone / fax a Free Phone Service, popularly known as “**Toll Free Telephone**” line “**1800 11 0024**” accessible throughout the country has been installed in the Sevottam Cell.

6. Grievance petitions are received in the Ministry through President's Secretariat, Prime Minister's Office, Department of Administrative Reforms and Public Grievances, Vice President's Secretariat, other Ministries/ departments and from the individuals concerned. Sevottam Cell, functioning in this Ministry, attends to all grievances promptly.

7. All Grievances / petitions received after acknowledgement are forwarded to the concerned Divisions for taking necessary action and final disposal, with the direction to send a final reply to the petitioner, as per rules. Depending upon the seriousness of the grievance the Sevottam Cell follows them up regularly till their final disposal. These petitions are closely monitored at the highest level on regular basis to keep track of their disposal by reminders and review meetings etc. Frequent meetings are also held under the chairmanship of Secretary with the concerned Group/ Division Heads with a view to sort out and settle the grievance. No grievance petition received is closed without having been responded by way of a speaking order. The position regarding final disposal of petitions is also intimated to the authority from which the grievance was received, by post or through CPGRAMS and the individuals concerned.

8. The guidelines received from time to time regarding redressal of public grievances/activating machinery for redressal of public grievances, from Department of Administrative Reforms and Public Grievances etc. are circulated to all Divisions in this Ministry. Disposal of grievances in the Ministry is monitored by Secretary (MNRE) also.

9. As per the directions of the Cabinet Secretariat, the Ministry has adopted the "Sevottam Compliant System Guidelines" for its "Grievance Redressal Mechanism".

10. Time Frame for Redressal of the Grievances:

S. No	Subject	Time
1	Issue of acknowledgement / interim reply to the petitioner	3 days
2	Forwarding of the grievances / petition to the concerned Division in the Ministry	7 days
3	Final disposal of transferred / referred cases by the concerned Ministry / Department and time limit for informing the position of the outcome	2 months

11. The Citizens' Charter adopted by MNRE gives in detail the commitments of Ministry towards Stakeholders and also to the citizens. Service Standards – time frame for prompt grievance redressal are given in the Citizen's / Client's Charter for MNRE. The charter is available at the Ministry's website: <http://mnre.gov.in>.