

Public Grievance Redressal Mechanism

The Ministry of New and Renewable Energy has an efficient and effective grievance redressal mechanism managed through Public Grievances Cell. The Cell is working under a Deputy Secretary(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 Deputy Secretary(Public Grievances) are as under:

Ms. Alka Joshi, Deputy Secretary (Public Grievances)
Room No. 1027A, DDU Bhavan, CGO Complex,
Lodi Road, New Delhi-110001
Tel No.011-2436 2356;

2. 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>.
3. 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. Public Grievances Cell, functioning in this Ministry, attends to all grievances promptly.
4. All Grievances / petitions received 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 Public Grievances 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.
5. The guidelines received from time to time regarding redressal of public grievances 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.