2: INTRODUCTION
INTRODUCTION

2.1 In 1982, a separate Department of Non-Conventional Energy Sources (DNES) was created in the Ministry of Energy to look after all the aspects relating to new and renewable energy. The Department was upgraded into a separate Ministry of Non-Conventional Energy Sources (MNES) in 1992 and was re-christened as Ministry of New and Renewable Energy (MNRE), in October 2006.

2.2 ALLOCATION OF BUSINESS RULES

2.2.1 Under the Allocation of Business Rules, the MNRE has been assigned the following specific items:

- Research and development of biogas and programmes relating to biogas units;
- Commission for Additional Sources of Energy (CASE);
- Solar energy including solar photovoltaic (SPV) devices and their development, production and applications;
- All matters relating to small/mini/micro hydel projects of, and below, 25 MW capacity;
- Programmes relating to improved chulhas and research and development thereof;
- Indian Renewable Energy Development Agency Limited;
- Research and development of other nonconventional/renewable sources of energy and programmes relating thereto;
- Tidal energy;
- Integrated Rural Energy Programme (IREP);
- Geothermal energy

2.3 STRUCTURE OF THE MINISTRY

2.3.1 Shri Anand Kumar is the Secretary in Ministry of New and Renewable Energy with effect from 23rd June, 2017. He is supported by Additional Security, Joint Secretaries and Advisors. Various programmes and activities are being implemented by the Ministry through Central Electricity Authority, State Nodal Agencies (SNAs), Academic Institutions, Research & Development Laboratories, Public Sector Undertakings and State and Central Government Departments.

2.4 INSTITUTIONS UNDER THE MINISTRY

2.4.1 To support the Ministry, there are five institutions consisting of three autonomous bodies i.e. National Institute of Solar Energy (NISE), National Institute of Wind Energy (NIWE) and National Institute of Bio Energy (NIBE) and two public sector undertakings i.e. Indian Renewable Energy Development Agency (IREDA) and Solar Energy Corporation of India (SECI). NISE is located at Gurugram, Haryana and serves as the technical focal point for research.
and development in solar energy sector. NIWE is located at Chennai, Tamil Nadu and serves as the technical focal point for research & development in wind energy sector. NIBE is located at Kapurthala, Punjab and is focusing on research & development in bio energy sector. IREDA, a Non-Banking Financial Institution under the administrative control of this Ministry, provides term-loans for renewable energy and energy efficiency projects. SECI functions as the implementing and executing arm of the Ministry for implementation of the National Solar Mission and Wind energy projects. In addition, the Department of Hydro and Renewable Energy (DHRE) formerly known as the Alternate Hydro Energy Centre (AHEC), Indian Institute of Technology, Roorkee provides technical support for small hydro power development. However, DHRE is not an institution under the control of the Ministry.

2.5 PUBLIC GRIEVANCES REDRESSAL

2.5.1 Grievances are received in the Ministry through President’s Secretariat, Prime Minister’s Office, Department of Administrative Reforms and Public Grievances (DARPG), other Ministries/Departments and from the individuals concerned on MNRE’s Window of CPGRAMS portal of DARPG. With a view to deliver expeditious redressal of grievances in a responsible and effective manner, the following measures have been put in place in the MNRE.

i. Sh. B.L. Ram, Scientist ‘G’ was designated as Liaison Officer for implementation of scheme of reservation for persons of Schedule Caste (SC) and persons with disability. Sh. G.L. Meena, Scientist-‘G’ was designated as Liaison Officer for implementation of Scheme of reservation of persons of Scheduled Tribe (ST) category.

ii. A committee has been constituted to enquire into the complaints of sexual harassment, if any for women working in this Ministry.

iii. Grievances/petitions/complaints received are forwarded by Public Grievance Cell, MNRE to the Division Head concerned for redressal/taking necessary action and final disposal, with the request to send a final reply to the petitioner, as per time schedule provided. These petitions are monitored on regular basis to keep track of their disposal by reminders, etc. 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.
iv. Time Frame for Redressal of the Grievance/petition:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Subject</th>
<th>Time Frame</th>
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<tbody>
<tr>
<td>1.</td>
<td>Issue of acknowledgement to the petitioner</td>
<td>03 days</td>
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<tr>
<td>2.</td>
<td>Forwarding of the grievances/petition to the concerned authority</td>
<td>07 days</td>
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<tr>
<td>3.</td>
<td>Issue of interim reply to the petitioner or to send communication seeking additional information from petitioner.</td>
<td>15 days</td>
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<tr>
<td>4.</td>
<td>Final disposal of petition/grievance and time limit for informing the position of the outcome.</td>
<td>60 days</td>
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2.6 CITIZENS’/CLIENTS’ CHARTER OF MNRE

2.6.1 In order to ensure timely delivery of services to its Clients/Citizens and redressal of their grievances in a time-bound manner the Ministry has brought out a Citizens’/Clients’ Charter (CCC), incorporating its mission, main Services/Transactions and commitment to its clients and the people of India in general, and is available on MNRE’s website. It aims at providing a mechanism for timely redressal of clients’/citizens’ grievances. It also aims at addressing problems of interface between the Ministry and its clients’/citizens’ and also continuously improving the quality of public services for the people at large to make them responsive to their needs and wishes.