

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:

Shri Anurag Sharma, Deputy Secretary (Public Grievances)
Room No. 416, Atal Akshay Urja Bhawan, Opposite CGO Complex,
Lodi Road, New Delhi-110001
Tel No.011- 20849088

2 . DARPG has undertaken a comprehensive reform for the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) to make it more responsive to the need of the citizens. In this regard, DARPG has introduced several measures for strengthening CPGRAM, viz. monitoring dashboards for stakeholder's facilities deeper analysis of grievance, universalization of CPGRAMS version 7.0 for auto-routing of grievances to last mile etc. Time Frame for Redressal of the Grievance/petition is within a maximum period of 30 days.

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 attends to all grievances promptly.