

गोंयचीं ल्हारां

मुरगांव पत्तन न्यास की ई-मैगझीन

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मुरगांव पत्तन न्यास में हिन्दी पखवाड़ा समापन समारोह

मुरगांव पत्तन न्यास में दिनांक 10 अक्टूबर, 2017 को संपन्न हिन्दी पखवाड़ा समारोह के अवसर पर सभा को संबोधित करते हुए मुख्य अतिथि एड. नरेन्द्र सावईकर, सांसद (लोकसभा) एवं सदस्य हिन्दी सलाहकार समिति, पोत परिवहन मंत्रालय ने कहा “हिन्दी हमारे लिए एक संवैधानिक बाध्यता है। यह एक ऐसी भाषा है जिसमें हम आसानी से अपने संदेश, भावनाओं और सूचनाओं को जनता तक पहुंचा सकते हैं। इसलिए हमें इसका इस्तेमाल कर अपने कामकाज में उसी का उपयोग करने के लिए दूसरों को प्रोत्साहित करना चाहिए। इससे हमारी भाषा समृद्ध होगी और लोगों को अपने दैनिक कार्यों में भी हिन्दी का उपयोग करने में आसानी होगी। मुझे खुशी है कि एमपीटी हिन्दी के साथ-साथ गोवा की प्रगति में भी अपना महत्वपूर्ण योगदान दे रहा है।”



अपने स्वागत सम्बोधन में सचिव जे.बी. ढवळे ने हिन्दी पखवाड़े के दौरान आयोजित विभिन्न कार्यक्रमों के बारे में जानकारी दी और सभी अधिकारियों और कर्मचारियों से अनुरोध किया कि अपनी संवैधानिक जिम्मेदारी समझते हुए अपने सरकारी कामकाज में राजभाषा हिन्दी का प्रयोग करें। इससे देश मजबूत होगा और लोगों को एकजुट करने में मदद मिलेगी।

इस अवसर पर बोलते हुए उपाध्यक्ष श्री जी.पी. राय ने अधिकारियों और कर्मचारियों से आग्रह किया कि भारत के नागरिक होने के नाते हमें अपनी राष्ट्रीय भाषा का प्रयोग करने पर गर्व महसूस करना चाहिए। जब तक हम स्वयं हिन्दी का प्रयोग नहीं करेंगे तब तक हम कभी भी सही अर्थों में राजभाषा हिन्दी को लागू नहीं कर पाएंगे।

अध्यक्ष श्री. आई. जेयकुमार ने अपने अध्यक्षीय भाषण में माननीय सांसद एड. सावईकर के प्रति कृतज्ञता व्यक्त की कि इस अवसर पर पधारकर उन्होंने कार्यक्रम की शोभा बढ़ाई। उन्होंने आश्वासन दिया कि उनके सक्षम मार्गदर्शन के तहत, एमपीटी, राजभाषा विभाग, भारत सरकार द्वारा निर्धारित लक्ष्यों की प्राप्ति हेतु अथक प्रयास करेगा। उन्होंने सभी अधिकारियों और कर्मचारियों से आग्रह किया कि वे अपने सरकारी कामकाज में हिन्दी का अधिकतम इस्तेमाल करें।

इस अवसर पर मुख्य अतिथि एड. सावईकर के करकमलों द्वारा पत्तन की हिन्दी पत्रिका “गोंय पोर्ट दर्पण” के द्वितीय अंक का विमोचन किया गया। श्रीमती निलिमा स्वार, वरिष्ठ हिन्दी अनुवादक ने हिन्दी पखवाड़े के दौरान आयोजित विभिन्न हिन्दी प्रतियोगिताओं के बारे में संक्षिप्त ब्यौरा दिया। इस अवसर पर प्रतियोगिताओं के पुरस्कार विजेताओं को मंचासीन मान्यवरों के हाथों पुरस्कार वितरित किए गए। उक्त अवसर पर माध्यमिक और उच्च माध्यमिक बोर्ड परीक्षा 2016-17 में हिन्दी विषय में उच्चतम अंक प्राप्त करने वाले दीपविहार माध्यमिक और उच्च माध्यमिक स्कूलों के छात्रों को भी सम्मानित किया गया। वर्ष 2016-17 के दौरान राजभाषा हिन्दी के क्षेत्र में श्रेष्ठ कार्य निष्पादन किए जाने हेतु वित्त विभाग को ‘राजभाषा रोलिंग शील्ड 2016-17’ प्रदान की गई। श्रीमती नीलम केंकरे, हिन्दी अधिकारी ने इस अवसर पर सूत्र संचालन किया व श्रीमती रोशन कोमरपंत, वरिष्ठ अनुवादक ने धन्यवाद ज्ञापन दिया।

VIGILANCE AWARENESS WEEK OBSERVED

Vigilance Awareness Week was observed by MPT from 30th October to 4th November 2017 by conducting various activities highlighting the menace of corruption in public life. Shri G. P. Rai, Dy. Chairman, MPT, was the Chief Guest at the inaugural function. While Shri Bossuet D' Silva, Superintendent of Police, (ACB), was the Guest of Honour and Key-note Speaker for the day.

'There is a need to introduce a system to deliver timely services to the public, by way of which we can curtail corrupt practices. Introducing preventive vigilance in the day to day working is the other best strategy to control corruption' said the Chief Guest in his address. Integrity Pledge to mark the occasion was taken in English and in Hindi at the inaugural function by all present.

Shri Bossuet D' Silva, SP, in his educative and enlightening keynote address on the topic 'My vision – Corruption Free India' said 'Corruption causes damage to the country and the society, and it is an obstruction for its economic growth and progress. Corruption can be eliminated by the participation of all the citizens of the country'. Heads of Department of MPT also spoke on the topic of 'Can corruption be eradicated from our society' and shared their views. A humorous skit conveying the message against corruption and cheating was enacted by the Port employees.

The Vigilance Awareness Week concluded on 4th November 2017 with a valedictory function which was held at the Port Administrative building, and was graced by Shri I. Jeyakumar IRTS Chairman as the Chief Guest, Shri Rajan Saterdekar, Asst. Commissioner, Commercial Tax Department, Government of Goa the Guest of Honour and Shri G.P. Rai, Dy. Chairman MPT as the Special Invitee. Earlier an Elocution Competition was conducted for the students of the Higher Secondary Schools of Mormugao on the topic 'Corruption in daily life and solutions' wherein 04 schools participated. Similarly an essay competition was held for the students of the Secondary schools.

Addressing the gathering, the Chief Guest said 'In my opinion I feel vigilance awareness has to be conducted throughout the year. We have to be vigilant throughout whether in personal or official life. The very basis of corruption in society today is due to the two basics of 'need and want'. If we are to curb the menace of corruption, we need to set up digitized system to tackle it. The Port administration on its part is doing all efforts to minimize corruption and to this effect we have set up the SAP system, as well as a Whats App group to help port users with the ease of doing business. I hope in the coming days India will be corruption free and everyone will work hard with passion to achieve this'.

Prizes were awarded by the Chief Guest and dignitaries to the winners of the various competitions held for the students as well as the employees during the vigilance awareness week. A short skit highlighting the evils of corruption in society was enacted by the staff. Shri G. M. Gadkar, AXEN (Vigilance) welcomed the dignitaries while Shri Tico Rodrigues proposed the vote of thanks and compered the function.



PARLIAMENTARY STANDING COMMITTEE ON TRANSPORT, TOURISM & CULTURE VISITS GOA

The department related Parliamentary Standing Committee on Transport, Tourism and Culture headed by the Chairman Shri Derek O'Brien, along with 13 members from Lok Sabha and Rajya Sabha with 4 officials visited Goa on 12th and 13th November 2017 and held discussions. Mormugao Port Trust was the Nodal Agency and the other participating organizations were (i) State Govt. of Goa (ii) Archeological Survey of India (iii) Ministry of Tourism (iv) Goa Tourism (v) NHAI (vi) State PWD (vii) Indian Navy (viii) Airports Authority of India and New Mangalore Port Trust.

On the first day discussions were held with the representatives of Govt. of Goa, Union Ministry of Road Transport & Highway, NHAI and State PWD on issues related to development of National highways and Road safety in the State of Goa. Discussion was held with the Union Ministry of Civil Aviation, Airports Authority of India (AAI), Ministry of Defence, Indian Navy and State Govt. of Goa on the enhancement of landing time slots for international and domestic flights. Discussions were also held with the Officials of Archeological Survey of India, representatives of Travel, Tours, Transport and Hoteliers Association of the State, Union Ministry of Tourism and Govt. of Goa on the Development of Tourism in Goa. Discussions were also held with the representatives of Union Ministry of Shipping, Union Ministry of Tourism, State Govt. of Goa on Development of Cruise Tourism.

On the second day a meeting was held with the representatives of Union Ministry of Shipping, Mormugao Port Trust and New Mangalore Port Trust and also with the representatives of Employees' Unions and Port Users on the subject of Modernization of Port Infrastructure.



VISIT OF PARLIAMENTARY STANDING COMMITTEE ON LABOUR

Parliamentary Standing Committee on Labour visited Goa on 3rd November 2017 headed by the Chairman, Dr. Kirit Somaiya, along with 15 members of the Lok Sabha and Rajya Sabha and 3 other Officials. Mormugao Port Trust, was the Nodal Agency for the meeting. The other participating organisations were; Vedanta Iron Ore, Regional Labour Commissioner, DG FASLI, Commissioner Labour & Employment, Director General of Mines Safety, Office of Regional Controller of Mines, ESI Corporation, Regional EP Commissioner, and Ministry of Labour.

During the meeting in Goa, the Hon'ble Chairman and members of the Parliamentary Standing Committee visited the Codli Mines, Vedanta Iron Ore Mines, at Dabal, Sanguem, and held discussions with the Workers/Representative of contract and casual workers of Vedanta at the Codli Mines, on Safety, Health and Social Security and to have their suggestions/views on the 'Code on Wages Bill, 2017'

The Hon'ble Chairman, Dr. Kirit Somaiya, and members of the Standing Committee also visited MPT and held discussions with the Workers/representatives of Contract and casual workers on Safety, Health and Social Security and to have their suggestions/views on the 'Code on Wages Bill, 2017'. This was followed by discussions with the Management Representatives of Mormugao Port Trust, Vedanta Iron Ore and Labour Department Government of Goa, to have their suggestions/views on the 'Code of Wages bill, 2017'.



VISIT OF PARLIAMENTARY COMMITTEE ON WELFARE OF OBC

Parliamentary Committee on Welfare of Other Backward Classes (2016-17) under the Chairmanship of Shri Ganesh Singh, along with 16 other members of the Lok Sabha and Rajya Sabha along with 5 other officials visited Goa from 13th to 16th October 2017. The Hon'ble Committee members held discussions with the representatives of the OBC Employees' Welfare Unions/Association of Mormugao Port Trust and Goa Shipyard Ltd., on 14th and 16th October 2017 regarding measures undertaken to secure representation for OBCs in recruitment and for their welfare. Mormugao Port Trust was the Nodal Agency coordinating the visit and the other participating Organizations were Goa Shipyard Ltd., Airport Authority of India, Air India, General Insurance and New India Assurance Co. Ltd.



REVIEW MEETING HELD IN GOA

Mid-year Review Meeting was conducted by Shri Nitin Gadkari, Hon'ble Minister of Shipping, Road Transport & Highways with the Chairmen/CMD of all the Major Ports and other PSUs under Ministry of Shipping on 6th and 7th November, 2017 at Goa. The Secretary, Joint Secretaries, Advisor, Directors (Ministry of Shipping), MD/EDs (IPA) were also present at the meeting. A separate session was also conducted with PPP Operators, Stevedores, Tank farm owners and operators during the meeting. The Hon'ble Minister of Shipping and the Secretary Shipping, placed on record their appreciation to MPT for successfully hosting the two days meeting in Goa.



QUEBEC CONSUL AND DIRECTOR HOLDS TALKS WITH CHAIRMAN

Mr. Dominic Marcotte, Consul and Director, Quebec Consul in India, paid a courtesy visit to Shri I. Jeyakumar, IRTS Chairman MPT on 28th November 2017 at the Port administrative building, Headland, Sada, and held wide ranging discussions on the port sector in Goa and in India. The visit carries a lot of significance consequent to the development of a Maritime Strategy by the Government of Quebec and having identified India as a priority country for future collaborations in the Maritime sector. The talks were cordial and generated a lot of interests for future trade prospects between the Governments of Quebec and India.



The Chairman, Shri I. Jeyakumar, took the opportunity to brief the visiting Consul of Quebec on the developments in the Maritime Sector and the thrust it is receiving to forge ahead under the Sagarmala Project, an ambitious initiative of the Ministry of Shipping & Road Transport, Government of India. The Chairman, further highlighted all the options that are open for smooth trade relations between the two countries and the steps the Indian Government is taking in respect of 'ease of doing business'.

The Chairman emphasized to the visiting Consul that the Indian Riverine ports could immensely benefit from the exposure to the port of Montreal which is located nearly 1600 kms inwards along the river Laurent.

The Consul's purposeful visit to Goa was in anticipation of the future trade prospects with the two ports and the benefits it will generate to have trade tie-ups. The Consul expressed his keen interest in the fishing trade developments in coastal Goa and explored the prospects of possible trade relations. The visiting Consul was impressed with the fruitful talks and the interests shown by the Chairman in the Maritime trade tie-up with the two countries. The talks ended on a happy note.

NORWEGIAN DELEGATION VISITS MORMUGAO PORT TRUST

A high level Norwegian Delegation comprising of 22 members headed by Ms. Ann Ollestad, H.E. Consul General, Royal Norwegian Consulate, visited Mormugao Port Trust on 21st November 2017 and held discussions with the Dy. Chairman, Shri G.P. Rai, and other senior executives of the port administration. The talks were cordial and explored opportunities for business partnership in the shipping sector between the two countries.

The discussions centered on building business partnership with the Norwegian Government and the Port Authority and Shipping Industry in Goa by extending knowledge and expertise in the shipbuilding industry. The Dy. Chairman Shri G. P. Rai, extended all support and co-operation from MPT to the visiting delegates consisting of CEOs in building a progressive working relationship with the Norwegian Government in the Port sector. The representatives of the Norwegian Companies expressed keen interest in the sectors of dry docks, ship repairs, VTMS, Maritime and Marine Engines, fishing products, and inland waterways in Goa to further develop the shipbuilding industry in the state.

Norway is a top country in the world involved in Shipping and Marine activities, the visit of the Norwegian delegation to Goa therefore attaches much importance considering we have a vibrant shipping presence in our State.

Shri Vipin Menoth, Traffic Manager MPT, gave a detailed overview of the Port, the cargo profile, the infrastructure, the projects under way and the future developmental projects that are being vigorously undertaken to meet the demands of the ever growing shipping trade. The Port Management emphasized on their commitment to focus on exploring the use of solar energy and wave energy in order to aim towards a clean energy port. H.E. the Norwegian Consul General, expressed her deep satisfaction on her visit to the Port.



MPT PROVIDES RELIEF TO CYCLONE AFFECTED

The Mormugao Port Trust administration under the direct supervision of the Chairman, Shri I. Jeyakumar, IRTS, undertook immediate emergency relief measures to help the victims of cyclone 'Ockhi' as part of Corporate Social Responsibility. The 'Ockhi' cyclone which struck the west coast in early December 2017, saw over 300 fishing boats and trawlers carrying nearly three thousand fishermen from Karnataka, Kerala, Tamil Nadu, Maharashtra and Gujarat taking shelter in the safe haven of Mormugao Port. The Port Administration swung into action and came to their rescue bringing relief to the stranded fishermen from outside the state. All the fishing trawlers affected by the cyclone were safely accommodated inside the Vasco bay and provided all emergency facilities.

An Emergency Task Force of senior port executives was formed to render all possible help and assistance to the fishermen. The Port provided clean drinking water, food, refreshments, medicines, all other essential commodities to the fishermen required to overcome the hardship during their stay in port.

Besides the Port Emergency Task Force, a para-medical team headed by two Medical Officers of the MPT Hospital were also pressed into service at the site rendering all medical assistance and medicines to the affected fishermen. A Port ambulance was also kept on stand-by duty at the site to render help in any medical emergency. More than 40 fishermen were given medical treatment during the emergency.

The Chairman Shri I. Jeyakumar personally monitored the relief operations along with his team of officials and took all steps to bring comfort to the stranded fishermen to the extent possible. The affected fishermen sailed out to sea, three days later after the cyclone affect subsided.



PORT ACQUIRES STATE OF THE ART ROAD SWEEPING MACHINE

Shri I. Jeyakumar, IRTS, Chairman MPT inaugurated the Truck Mounted Road Sweeping Machine with in-built Sprinkler arrangements acquired by the port at a total cost of Rs. 32.38 lakhs in the presence of Shri Carlos Almeida Hon'ble MLA, Vasco constituency, Shri Deepak Naik, Chairperson MMC, Vasco, Dy. Chairman Shri G.P. Rai, Heads of departments and other officials. The equipment has been procured under the scheme of Green Port and Swachh Bharat Abhiyan and is indigenously built thus promoting 'Make in India' concept. The Road Sweeping Machine is a 'State-of-the-art'

Unit for cleaning the Roads and Wharfs. The equipment has a capacity of 4.0 Cu. M volume and is able to sweep an overall width of 2900 mm in one sweep / pass. The machine has a wandering hose of 5 m length for cleaning any heaps in inaccessible areas. The equipment has the best technological arrangement of vacuum suction system with a cyclonic separator along with Bag Filters, filtration system with continuous cleaning during sweeping with compressed air jets, for efficient, trouble free & easy to maintain and meeting statutory PM-10 Pollution Control Norms. The Road Sweeper Machine is deployed regularly in the late evenings to sweep the main roads in the port city of Vasco. This CSR initiative taken by the port authorities to extend the cleaning facility to the Port town so as to minimize the dust pollution along the roads has received praise from the citizens.



CRUISE LINER TOURISM IN FULL BLOOM

The luxury cruise liner tourism season began on a high note with the arrival of the first cruise passenger ship MS NAUTICA at Mormugao Port on 14th November 2017. The Officials of the GTDC, Govt of Goa, were present at the cruise berth terminal to receive the state guests. The visiting high end guests received a traditional Goan welcome and presentation of Goan folk dances, music and pageantry at the cruise terminal. The cruise liner which began its voyage to India from Dubai UAE on 5/11/17 made its first call at Mumbai port before arriving to Goa. The vessel arrived with 553 pax and a crew of 393 on board. As of 31st December 2017, 9 luxury cruise liners have already visited Mormugao port bringing in 11871 high end guests and 5419 crew members.



The Port is expecting 30 luxury cruise liners with 68,000 passengers likely to visit the port till the end of the season extending up to the month of May 2018 with a marginal increase in the passenger traffic as compared to last tourism season. A pre-paid tourist taxi counter is operated at the cruise terminal by the GTDC to facilitate the guests to avail the facility on landing for smooth travel within the State during their short stay. Authorized Forex counters are also operated at the cruise berth terminal by Cox & Kings to facilitate exchange of currency. Multiple Immigration clearance counters are operated by the Immigration Bureau at the terminal for faster immigration clearance. E-Visa facilities are being extended to the visiting guests immediately on landing facilitating optimum time for the guests to spend on shore thereby giving a boost to the tourism industry as well as the Goan economy. M/s. J. M. Baxi & Co., are the Shipping Agents for the cruise liners visiting Goa.

NEW BUOYS FOR PORT NAVIGATIONAL CHANNEL

Mormugao Port Trust has installed 04 nos. Polyethylene buoys with solar powered lanterns along with complete mooring accessories in the port's navigational channel at a total cost of Rs. 55.79 Lakhs. The buoys were procured from M/s Hi-Tech Elastomers Limited, Ahmedabad. The Polyethylene rotationally moulded buoys are filled with highly buoyant close cell polyethylene foam manufactured from 100% UV stabilized virgin polyethylene with 100% even thickness and no seams of joint in between. This material prevents marine growth and hence no maintenance including painting is required. The life of the buoys is 20 years as against the normal buoys of 5 years. The buoy is light in weight and slips / drifts away when hit by any vessel avoiding any major damage and the buoy with mooring accessories will remain afloat. MPT is the first major port among the 12 other ports in the country to install these Polyethylene buoys for the navigational channel.

DPG ADVISORY



भारत सरकार

मंत्रिमंडल सचिवालय लोक शिकायत निदेशालय

क्या आप अनसुलझी शिकायतों से परेशान हैं?

अपने लोक शिकायत निदेशालय के कार्य क्षेत्र के अंतर्गत मंत्रालयों/विभागों और संगठनों से संबंधित शिकायतों के समाधान के लिए लोक शिकायत निदेशालय की सहायता ले सकते हैं। पिछले कुछ सालों में, इस निदेशालय द्वारा जहाँ गई लगभग नब्बे प्रतिशत शिकायतों का संतोषजनक समाधान किया गया है।

अपनी शिकायत दर्ज कराने से पहले कृपया नीचे दी गई बातों को ध्यानपूर्वक पढ़ें :-

- आपने अपनी शिकायतों को संबंधित विभाग के समस्त समाधान हेतु प्रयत्न कर लिया हो।
- आपकी शिकायत सेवा मामले (ग्रेजुएट, पोस्टग्रेजुएट जैसे सेवायुक्त कर्मचारियों के भुगतान के अंतर्गत), संबंधित विभाग के मंत्री के स्तर पर निष्पक्ष एवं मामले, कॉमर्शियल अनुबंध, व्यावसायिक मामले, ऐसे मामले जहाँ निर्णय लेने के लिए अर्द्धन्यायिक पद्धति और अन्योन्य प्रक्रियाएं निर्धारित की गई हैं, आर्टिस्टिक मामले, धार्मिक मामलों से संबंधित न हो।
- किसी भी प्रकार के सुझाव को शिकायत के रूप में नहीं माना जाएगा।

लोक शिकायत निदेशालय के कार्यक्षेत्र के अंतर्गत आने वाले मंत्रालयों/विभागों/संगठनों की सूची

(क) रेल मंत्रालय	(ख) सार्वजनिक क्षेत्र के बैंक
(ख) डाक विभाग	(ग) सार्वजनिक क्षेत्र की बीमा कंपनियाँ
(ग) कौशल-विकास और एमपीएनएल सहित ग्रामीण विकास विभाग	(घ) वित्त मंत्रालय की राष्ट्रीय बचत स्कीम
(घ) दिल्ली विकास प्राधिकरण, भूमि और विकास विभाग, सीपीईडब्ल्यूडी और संपदा निदेशालय सहित राष्ट्रीय विकास मंत्रालय।	(ङ) स्म और रोजगार मंत्रालय के अंतर्गत कर्मचारी राज्य बीमा निगम निगमित ईएलआई अस्पताल और ऑफिसर।
(ङ) पेट्रोलियम और प्राकृतिक गैस मंत्रालय, इसके सार्वजनिक क्षेत्र के उपक्रम सहित।	(च) कर्मचारी पब्लिक प्रिंटेड संगठन।
(च) भारतीय विमानपत्तन प्राधिकरण और एयर इंडिया सहित वायु विमान मंत्रालय।	(छ) विश्व मंत्रालय के अंतर्गत क्षेत्रीय पर्यटन प्राधिकरण
(छ) केंद्रीय माध्यमिक शिक्षा बोर्ड, केंद्रीय विद्यालय संगठन, राष्ट्रीय मुक्त विद्यालय संगठन, नवोदय विद्यालय समिति, केंद्रीय विश्वविद्यालय सम्प्रदाय (केंद्रीय) और मानव संसाधन विकास मंत्रालय की सम्प्रदाय सहित।	(ज) स्वास्थ्य और परिवार कल्याण मंत्रालय के अंतर्गत केंद्रीय सरकार स्वास्थ्य योजना
	(झ) पर्यटन मंत्रालय
	(ञ) युवा कार्यक्रम मंत्रालय
	(ट) पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय

नोट :- आप हमारी वेबसाइट <http://dpg.gov.in> पर अपनी शिकायत ऑनलाइन दर्ज कर सकते हैं। आप अपनी शिकायत, संबंधित भूखंड और संगत दस्तावेजों के साथ हमें डाक/फैक्स या ईमेल द्वारा भेज सकते हैं।

हमारी दम संपर्क करें :-
सचिव,
लोक शिकायत निदेशालय,
दूरभाष नं. सरकारी पते पर भवन, राजघाट मार्ग, नई दिल्ली - 110001
दूरभाष : 011-23743139, 011-23741226, 011-23363733
फैक्स : 011-23345697



Government of India

CABINET SECRETARIAT DIRECTORATE OF PUBLIC GRIEVANCES

Unresolved Grievances Bothing You?

You may seek help of Directorate of Public Grievances (DPG) in resolution of grievances relating to Ministries/Departments and Organisations under its purview. In last few years, nearly ninety percent of the grievances taken up by the Directorate have been resolved favourably.

Please read carefully the conditions listed below before lodging your grievance:

- You should have exhausted the Departmental remedies for individual grievances.
- Your grievance should not relate to service matter (other than payment of terminal benefits like gratuity, GPF etc.), a case disposed of at the level of Minister of the concerned Department, commercial contract, a sub-judice case, a case where quasi-judicial procedures and appellate mechanisms are prescribed for decision making, RTI matter, Religious matter.
- Suggestion of any sort will not be treated as grievance.

List of Ministries/Departments/Organisations under DPG's purview

(a) Ministry of Railways	(i) Public Sector Banks
(b) Department of Posts	(j) Public Sector Insurance Companies
(c) Department of Telecommunications including BSNL and MTNL	(k) National Saving Scheme of Ministry of Finance
(d) Ministry of Urban Development including Delhi Development Authority, Land & Development Office, CPWD and Directorate of Estates	(l) ESI hospitals and dispensaries directly controlled by Employees State Insurance Corporation under Ministry of Labour and Employment.
(e) Ministry of Petroleum and Natural Gas including its Public Sector Undertakings	(m) Employees' Provident Fund Organisation
(f) Ministry of Civil Aviation including Airports Authority of India and Air India	(n) Regional Passport Authorities under Ministry of External Affairs
(g) Ministry of Shipping, Road Transport and Highways	(o) Central Government Health Scheme under Ministry of Health and Family Welfare
(h) Ministry of Tourism	(p) Central Board of Secondary Education, Kendriya Vidyalaya Sangathan, National Institute of Open Schooling, Navodaya Vidyalaya Samiti, Central Universities, Deemed Universities (Central) and Scholarship Schemes of Ministry of Human Resource Development
	(q) Ministry of Youth Affairs

Note: You can lodge your grievance online on our website ["http://dpg.gov.in"](http://dpg.gov.in). You may also send your grievance to us by post or fax with complete information and relevant documents.

Contact us at:
The Secretary,
Directorate of Public Grievances,
2nd Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001
Tel: 011-23743139, 011-23741226, 011-23363733
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