

No. F-23014/6/2003-A-II
Government of India
Ministry of Coal
Office of the Coal Controller
1, Council House Street
Kolkata-700001
(Admin. Section)

Date : 31st March,2020

OFFICE MEMORANDUM

Subject:- Handling Public Grievances pertaining to COVID-19 in Coal Controller's Organization, M/o Coal, Government of India-reg.

The undersigned is directed to refer to D/o Administrative Reforms and Public Grievances OM No-S-15/4/2020-DARPG dated 30th March, 2020 on the subject cited above and to state that **Director (ISS), Coal Controller's Organization, M/o Coal**, has been designated as the nodal officer for handling COVID-19 Public Grievances at the Level of Coal Controller's Organization, M/o Coal. The details of the officer is given as below.

Shri V. P. Singh, Director (ISS)

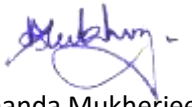
Phone No.:- 033-22489616

Mobile No. 9454500140

Email ID:- vpsingh.iss@gov.in

This is issued with the approval of Coal Controller.

Encl:- As stated above.


(Sadananda Mukherjee)
Dy. Asstt. Coal Controller (Admin)

Copy for kind information to:-

1. Shri. V. P. Singh, Director (ISS), Coal Controller's Organization- Kolkata.
2. DBA, CCO, with the request to get it uploaded on CCO , Website.

File No.S-15/4/2020-DARPG (C.No.6594)
Government of India
Department of Administrative Reforms and Public Grievances
Public Grievances Division

5TH floor, Sardar Patel Bhawan
Sansad Marg, New Delhi-110001
Dated March 30, 2020

OFFICE MEMORANDUM

**SUB: HANDLING PUBLIC GRIEVANCES PERTAINING TO COVID 19 IN
MIISTRIES / DEPARTMENTS OF GOVERNMENT OF INDIA**

The undersigned is directed to say that the following procedure shall be adopted for handling Public Grievances pertaining to COVID 19 in Government of India:

1. Every Department/ Ministry shall appoint a designated Nodal Officer for handling COVID-19 Public Grievances. The name, phone number and email ID of the designated Nodal Officer shall be placed on the website of the concerned Department/ Ministry.
2. Every Department/ Ministry website shall have a separate field in CPGRAMS to cater to COVID-9 grievances for more focused tracking, monitoring, and disposal of public grievances.
3. Considering the importance of prompt redressal of such grievances, every Department/Ministry shall pay high priority and will closely monitor COVID-19 public grievance redressal on their respective Dashboards.
4. In Departments/ Ministries where CPGRAMS version 7.0 has been implemented, mapping of the COVID-19 grievances shall be done to the last mile grievance officers.
5. Considering the urgency and importance of redressal of COVID 19 grievances, it shall be incumbent on every Ministry/ Department to prioritize for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.

This issues with approval of Secretary DARPG.

Prisca
30/04/2020

(Prisca Puly Mathew)

Deputy Secretary to Government of India

To:

1. Principal Secretary to Prime Minister
2. Advisor to the Prime Minister (Mr. Bhasker Khulbe)
3. Cabinet Secretary
4. All Secretaries to Government of India
5. All Nodal Grievance Officers of Government of India