

Public Grievances Cell

Items of work handled

- To receive the grievances of the public for further transmission to the concerned officers/sections in the Ministry, mainly concerning:-
- Environment Pollution.
- Encroaching/Degradation of Forests/illegal cutting of trees/mining etc Pensionery /retirement benefits of IFS Officers/Scientists etc. Service matters of staff of the Ministry and its Attached and Subordinate Offices.
- Monitoring of the progress of disposal of public grievances by various Divisions of the Ministry.
- Furnishing periodic returns to Department of Administrative Reforms and Public Grievances (DAR&PG) regarding the public grievances received and disposed of.
- Correspondence with Department of Pension & Pensioner's Welfare, Cabinet Secretariat etc. regarding the complaints referred by those Departments.
- Dealing with the instructions issued by Department of Administrative Reforms and Public Grievances (DAR&PG) in matters relating to the Public Grievances.
- Preparation of material for Annual Report.