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 (DARP&G) in matters relating to the Public Grievances.
  - Preparation of material for Annual Report.