

PUBLIC GRIEVANCE REDRESSAL MACHINERY (PGRM) (updated as on 14.03.2018)

The Public Grievance Redressal Machinery in the Ministry is headed by Joint Secretary (T&C), who is assisted by the Director or Deputy Secretary (O&M) for Public Grievances and by Director or Deputy Secretary (Establishment) & Staff Grievances Officer for staff grievances.

Public grievance petitions are received in this Ministry from various quarters through the online portal of the Government of India, Department of Administrative Reforms and Public Grievances called CPGRAMS (Centralised Public Grievances Redress and Monitoring system). A few of the grievances are also received directly through e-mail and physically. The disposal of the grievances is closely monitored through CPGRAMS at Ministry level and also centrally at the level of Department of Administrative Reforms & Public Grievances. Members of the Public can see the status of the disposal of the grievance through the online portal.

The time-limit of 60 days from the date of receipt of the grievance has been laid down for settling the grievance in the Ministry, in consultation with the concerned office/organization.

A wooden box in which members of public can place their grievance petitions without having to enter the security zone has been provided near the Reception in the Ground Floor of Transport Bhawan.

Information and Facilitation Counter

The Information & Facilitation Counter of this Ministry functions from the following address:-

The Information & Facilitation Counter,
Ministry of Road Transport & Highways,
Ground Floor, Main Gate, Near Reception,
Transport Bhawan, 1, Parliament Street,
New Delhi-110001. Telephone No. 23719955

- The public grievance petitions can be submitted at this counter and inquiries about the progress of the petitions can be made at the counter.
- Notifications, tenders, forms etc. can be collected from this counter.

PGRM in Regional Offices and Autonomous Organizations

The Regional Offices and autonomous organization namely, National Highways Authority of India (NHAI), National Highways and Infrastructure Development Corporation Limited (NHIDCL) and Indian Academy of Highway Engineers (IAHE) under the administrative control of this Ministry also have public grievance redressal machinery headed by the respective Directors of Grievances.

Any matter of grievance relating to a particular organization may be taken up directly with the Director of Grievances in respective organization. A list of the organizations under the administrative control of this Ministry and the names and addresses etc., of the Directors of Grievances in those organizations is at Annex.

Contact Officers

In matters of public grievances, the following officers in the Ministry can be contacted:

- i) Joint Secretary (T&C) & Director of Grievances, Room No.324, Ministry of Road Transport & Highways, Transport Bhavan, 1, Sansad Marg, New Delhi. Telephone No.23717294.
- ii) Director (O&M & PG), Room No. 332, Ministry of Road Transport & Highways, Transport Bhavan, 1 Sansad Marg, New Delhi-110001, Tele: 23351967.
- iii) Director (Establishment) & Staff Grievance Officer, Room No.519, Ministry of Road Transport & Highways, Transport Bhavan, 1, Sansad Marg, New Delhi-110001, Telephone No.23314316.

Feedback/Suggestions From Users

The suggestions from the public/road users are always welcome.

Annexure**DIRECTOR OF GRIEVANCES IN VARIOUS ORGANISATIONS UNDER THE MINISTRY OF ROAD
TRANSPORT & HIGHWAYS**

S.No.	Responsibility Centres and Subordinate Organizations	Name and Designation of the Director of Grievance	Landline number/Email	Address
1.	Ministry of Road Transport & Highways	Ms. Dakshita Das, Joint Secretary, (T&C& GAP)	011-23717294, dakshita.das@nic.in	Room No. 324, Transport Bhawan, Sansad Marg, New Delhi - 110 001
2.	National Highways Authority of India	Sh Bandhu Priya Sarkar, Manager (Legal) & Nodal Officer (Public Grievance) , NHAI	011-25074100, 25074200, Extn. 2662 bsarkar@nhai.org	Plot No. G-5 & 6, Sector-10, Dwarka, New Delhi-75
3.	National Highways and Infrastructure Development Corporation Limited	Sh Anup Purkayastha, General Manager (HR)	011-23461600 anup.purkayastha@gov.in	3rd Floor, PTI Building, 4 Parliament Street, New Delhi – 110001
4.	Indian Academy of Highway Engineers	Sh S.S.Nahar, Director	0120-2400085 director.iahe@gmail.com	A-5, Institutional Area, Sector 62, NOIDA, UP
5.	Regional Office, Chandigarh	Sh.A.K.Pandey, Suptd. Engineer	0172-2743228 mostchd@chd.nic.in	Kendriya Sadan, 6th Floor, Sector 9A, Chandigarh-32
6.	Regional Office, Bhopal	Sh.P.K.Srivstava, Executive Engineer	0755-2551329 romorthbhopal@gmail.com	2 nd Floor, Nirman Bhawan, Area Hills, Bhopal
7.	Regional Office, Gandhinagar	Sh. Pooran Singh, Suptd. Engineer	079-23240091 rogandhinagar@yahoo.in	Block 14, 4 th Floor, New Sachivalaya, Gandhinagar
8.	Regional Office, Kolkata	Sh. Kaushik Basu Chief Engineer	033-23586942 rocsmorth@gmail.com	Room No. 106, Block C, Ist Floor,CGO Complex, DF Block, Salt Lake, Kolkata

9.	Regional Office, Jaipur	Sh,G.C. Mathur Suptd. Engineer	0141 -2811776 ro.jaipur.morth@gmail.com	D.C.M, Ajmer Road, P.O. Shyam Nagar, Jaipur- 302019
10.	Regional Office, Bangalore	Sh.Sadanand Babu, Suptd. Engineer	080-22217457 robengaluru@gmail.com	Annexe Building, PWD Office, K.R Circle, Bangalore
11.	Regional Office, Chennai	Sh Ellavarson, Suptd.Engineer	044-24916032 rochennaiamorth @gmail.com	Block A, C-Wing, Rajaji Bhawan, Besant Nagar, Chennai
12.	Regional Office, Lucknow	Sh.Dig Vijay Mishra, Suptd. Engineer	0522-2738880, rolkorth@gmail.com	B-748, Sector-C, Mahanagar, Lucknow
13.	Regional Office, Patna	Sh. Rajesh Kumar, Suptd. Engineer	0612-2525501 ropatnamorth@gmail.com	17 Aniket , Cooperative Housing Colony, Kidwaipuri, (S.K Nagar), Patna
14.	Regional Office, Guwahati	Sh.M.Riten Kumar Singh, Suptd. Engineer	0361-2525943 rogghy2007@gmail.com	House No. 7, Second Floor, Rajgarh Road, Chandmari, Guwahati
15.	Regional Office, Hyderabad	Sh.S.Vijaya Kumar, Suptd. Engineer	040-23378549 siviku@gmail.com	2nd Floor, Quality Control Building, Errum Manzil Colony, Hyderabad.
16.	Regional Office, Thiruvananthapuram, Kerala	Sh. V.V. Shastry, Suptd. Engineer	0471-2326306 rokeralamorth@gmail.com	C/o CE (NH) Public Office Building, Thiruvanthapuram
17.	Regional Office, Mumbai	Sh. A.Srivastava, Suptd. Engineer	022-25289470 romumbai@rediffmail.com	95, New Admn. Buidling No. 2 Ground Floor, PWD Compound, RC Marg, Chembur, Mumbai
18.	Regional Office, Bhubaneswar	Sh. Rakesh Kumar, Suptd. Engineer	0674-2564546 robbsr.morth@gmail.com	World Bank Project,Plot No. 184, Near CRPF Stadium, Baramunda, Bubaneswar

19.	Regional Office, Ranchi	Sh. Sharad Varshney, Suptd. Engineer,	080-02483384 roranchi03@gmail.com	Engineer's Hostel, Ground Floor, Suit No. 3 HEC Campus, PO Dhurwa, Ranchi, Jharkhand
20.	Regional Office , Itanagar	Sh.M.Riten Kumar Singh, Suptd. Engineer	0360-2212596, 2291587 regionalofficer123 @gmail.com	1st Floor, Campus of CEAP(WZ), Mowb-II, Itanagar, Arunachal Pradesh-791111
21.	Regional Office, Dehradun	Sh.U.C. Katara, Suptd. Engineer	0135-2531125 romorthddn@gmail.com	PWD, Uttaranchal, Camp Office, Dehradun
22.	ELO, Shimla	Sh.Abhilash Kumar Executive Engineer	8894636218 eloshimla@gmail.com	Nirman Bhawan, Simla-II, HP
23.	Regional Office, Vijayawada	Sh. Shrawan Kumar Singh,Suptd. Engineer	9968124492 romorthvijayawada @gmail.com	Gorle Delappana Veedhi Near American Hospital Punnami Thota Vijayawada Andhra Pradesh.
24.	RO, Raipur	Sh Amarinder Kumar, Suptd. Engineer	7335473331 eloraipur@rediffmail.com	Pension Bada, NH Campus, Raipur, Chattisgarh

