Government of India

CABINET SECRETARIAT
DIRECTORATE OF PUBLIC GRIEVANCES

Unresolved Grievances Bothering 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/Organizations 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 Organization
(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". 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, 011-23741228, 011-23363733
Fax: 011-23345637, e-mail: secypg@nic.in
Website: http://dpg.gov.in