

File No. 11013/2/2020/CDN-PG (COVID 19)
Government of India
Ministry of Science and Technology
Department of Science and Technology

Technology Bhavan,
New Mehrauli Road,
New Delhi – 110016
Dated: 03.04.2020

OFFICE MEMORANDUM

**Subject: Handling public grievances pertaining to COVID 19 in Ministries/
Departments of Government of India.**

The undersigned is directed to refer to an OM No. S-15/4/2020-DARPG (C.No.6594) dated 30.03.2020 received from Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, P.G. and Pensions on the subject cited above (copy enclosed for ready reference). It has been stated in the above mentioned OM that 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. It is also stated in the above said OM that the Department's website shall have a separate field in CPGRAMS to cater to COVID-19 grievances and they shall closely monitor COVID- 19 public grievance redressal on their respective Dashboards and **pay high priority to such grievances for expeditious quality addressal of these grievances at the earliest preferably within a timeline of 3 days to provide redressal.**

3. In view of the above, it is stated that Smt. Anju Bhalla, Joint Secretary (Admn.) has been nominated as the Nodal Officer for handling COVID- 19 Public Grievances in Department of Science and Technology.

4. This issues with the approval of Secretary, DST.

Encl : As above

(Balram Goel)
Under Secretary to the Government of India
Tel. No. 26590576

1. Smt Anju Bhalla, Joint Secretary(Admn.), Department of Science and Technology
2. Dr. Sanjay Kumar Mishra, Scientist 'G' and Head, KIRAN Division, DST for

uploading the name, phone number and email ID of the above designated Nodal Officer i.e. Smt. Anju Bhalla on the website of DST.

Copy for information to :

1. Sr. PPS to Secretary, DST
2. All the Heads of the Divisions in DST.