

गोंयचीं ल्हारां

मुरगांव पत्तन न्यास की ई-मैगझीन

अप्रैल - जून 2017 अंक-7



GÖYCHIM LHARAM

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PORT PERFORMANCE

The Port has handled 8.28 million tonnes of traffic during the first quarter i.e April - June of financial year 2017-18 as against 8.45 million tonnes handled during the corresponding period of the last year.

The Port handled 188 cargo vessels during April-June, 2017 compared to 206 cargo vessels handled during the corresponding period of the last year. Commodity wise traffic handled during the months of April, 2017, May, 2017, June, 2017 and from April - June, 2017 along with Commodity wise traffic handled during corresponding period of last year is given as under:

Commodity	(Qty. in '000 tonnes)							
	April		May		June		April-June	
	2016	2017	2016	2017	2016	2017	2016-17	2017-18
LOAD:								
Iron Ore & Iron ore Pellets	1778	2133	1738	1636	347	4	3863	3773
Alumina	0	0	5	10	0	0	5	10
H.R.Coils	80	141	85	141	64	156	229	438
Containerised cargo	12	9	15	13	10	11	37	33
Other cargo	22	86	75	73	42	36	139	195
Total Loaded cargo	1892	2369	1918	1873	463	207	4273	4449
UNLOAD :								
POL	60	50	51	67	43	53	154	170
Phosphoric Acid	21	42	38	10	29	45	88	97
Ammonia	10	7	4	5	4	8	18	20
Caustic Soda	7	0	7	0	0	0	14	0
Other Oil	0	0	0	5	3	5	3	10
Coal / Coke	1294	1057	1281	1226	962	763	3537	3046
Fertilizer	17	10	18	15	20	0	55	25
Containerised cargo	28	22	13	27	24	18	65	67
Iron Ore & Iron ore Pellets	0	0	5	3	67	52	72	55
Lime Stone	0	0	57	54	34	100	91	154
Other cargo	0	88	42	47	42	50	84	185
Total Unloaded cargo	1437	1276	1516	1459	1228	1094	4181	3829
Total Traffic	3329	3645	3434	3332	1691	1301	8454	8278

REVIEW MEETING HELD IN GOA

Review meeting was held at Goa by Shri Nitin Gadkari, Hon'ble Minister of Road Transport, Highways and Shipping with all Major ports and organizations functioning under MoS on 18th and 19th May 2017.

This year Mormugao Port won 2 awards, one for the highest growth rate of cargo handled (second time) and the other for being the 3rd highest growth in operating surplus. Shri I. Jeyakumar, IRTS, Chairman/MPT, received the awards at the hands of the Hon'ble Minister at the Review Meeting. The Dy. Chairman Shri G.P. Rai, and other HODs were also present. It was noted that among all Major ports, the performance of MPT was fairly good.

हिन्दी कार्यशाला संपन्न

भारत सरकार की राजभाषा नीति के सफल कार्यान्वयन को सुनिश्चित करने तथा राजभाषा हिन्दी के प्रति सकारात्मक दृष्टिकोण रखते हुए कर्मचारियों में राजभाषा हिन्दी की महत्ता जागरूक करने की दृष्टि से मुरगांव पत्तन ने अपने कर्मचारियों व अधिकारियों के लिए दिनांक 23/06/2017 को एक दिवसीय कार्यशाला का आयोजन किया।

सर्वप्रथम श्रीमती नीलम केंकरे, हिन्दी अधिकारी ने सभी उपस्थितों का स्वागत करते हुए कार्यशाला सत्रों के बारे में संक्षिप्त जानकारी दी। कार्यशाला का उद्घाटन, श्री विनायक राव, वि.स. व मु.ले.अ. ने किया। श्री मोहन कुमार, वरि. उप सचिव और श्री राजेन्द्र सिंह, उप सचिव(आईआर) भी इस अवसर पर उपस्थित थे।

श्री विनायक राव, वि.स. व मु.ले.अ. ने इस अवसर पर अपने सम्बोधन में हिन्दी की महत्ता पर जोर देते हुए सभी उपस्थित कर्मचारियों/अधिकारियों को अपने दैनिक कार्यालयीन कामकाज में हिन्दी का अधिकाधिक प्रयोग करने हेतु प्रोत्साहित किया। इस अवसर पर श्री राजेन्द्र सिंह, उप सचिव (आईआर) ने हिन्दी भाषा के प्रयोग पर जोर देते हुए कहा कि इस देश के नागरिक होने के नाते यह हमारा कर्तव्य बनता है कि हम हिन्दी भाषा को अपनाते हुए अपने कार्यालय में इसका अधिकाधिक प्रयोग करें।

राष्ट्रपति पुरस्कार विजेता डॉ. शुभ्रता मिश्रा, साहित्यिक लेखिका व कवयित्री इस कार्यशाला की फैकल्टी थी। उन्होंने कार्यालयीन कामकाज में राजभाषा नियमों तथा विनियमों के प्रयोग तथा कार्यान्वयन पर उपयोगी जानकारी दी।

दोपहर के सत्र में हिन्दी टिप्पण तथा आलेखन व यूनिकोड के माध्यम से हिन्दी टंकण पर अभ्यास कराया गया। कर्मचारियों तथा अधिकारियों को अपने दैनिक कामकाज में हिन्दी भाषा का प्रयोग करने हेतु प्रोत्साहित करने की दृष्टि से इस दौरान प्रतिभागियों के लिए एक हिन्दी प्रतियोगिता आयोजित की गई। प्रतिभागियों को आकर्षक नकद पुरस्कार स्वरूप रु. 2000/- का प्रथम पुरस्कार, रु. 1000/- का द्वितीय पुरस्कार तथा प्रत्येक रु.500/- के पांच सांत्वना पुरस्कार रखे गए। सभी आठ विभागों के लगभग 20 कर्मचारियों ने इस कार्यशाला में भाग लिया।

UNION MINISTER VISITS MPT

The Hon'ble Union Minister of State for Road Transport & Highways, Shipping, Chemicals & Fertilisers, Government of India, Shri Mansukh Mandaviya, visited the Mormugao Port on 12th May 2017. He was given a warm welcome by the Chairman Shri I. Jeyakumar, IRTS, and the Dy. Chairman Shri G. P. Rai, on his arrival at the Port Administrative Building, Headland Sada.

The Hon'ble Minister had an interaction with the Port Chairman, Trustees of the Board, senior Officers of the Port, representatives of both the major Trade Unions and Port Officers Association in the Board Room. A Power Point Presentation on the infrastructural facilities available to the port users and other developmental projects undertaken by the Mormugao Port was given by the Port officials.

The Hon'ble Minister later had a meeting with the representatives of the Port Users and other stake holders. The meeting was well attended. Later the Minister proceeded to the Cruise Terminal building where he planted a tree sapling.

90 MOHP STAFF AVAIL SVRS

A total of 90 Port employees attached to the Mechanical Ore Handling Plant (MOHP) and other sub-divisions of the Mechanical Engineering Department of the Mormugao Port Trust were given a warm farewell by the top Management of the Port on the last day of their service on 30th June 2017 who prematurely opted to retire from the services of the Board under the Special Voluntary Retirement Scheme, Phase I. Besides the 90 Port employees availing the SVRS, another 07 employees in the service of the Board were also accorded a farewell on attaining the superannuation age of 60 years.

The Mormugao Port had declared open a SVRS for the employees and officers of MOHP/MPT after due approval of the same from the Competent Authority in December 2016 with a grace period of three months to avail the same. Addressing the retiring employees at the farewell function held at the Port Administrative building, many of whom were present with their family



members, the Chairman of the Port, Shri I. Jeyakumar, IRTS, said " I extend my best wishes to you all and wish you well. This is perhaps the largest gathering of retiring employees opting for SVRS in recent times. The changing scenario in the Port sector and the change of cargo profile has necessitated certain changes in the Port administration. The Mormugao Port is planning in the future to invest in the major port sector in the neighboring district of Maharashtra. I wish to advise you all to pursue good interests and hobbies for the future and be judicious in spending the money wisely and safely for the good of you and your family in future".Earlier welcoming the gathering, the Secretary of the Port, Shri J.B. Dhawale, said ' The Mechanical Ore Handling Plant of the Mormugao Port Trust was the backbone of the steady economic growth and financial support of the Port. The employees of the MOHP have put in dedicated service and offered sacrifices to work under challenging conditions for the good of the Port. Our dynamic and visionary Chairman, Shri I. Jeyakumar, under whose stewardship the port has weathered all storms, has put in lots of efforts to impress upon the Competent Authority to implement this SVRS to the MOHP employees.' All the retiring employees were presented with a memento, certificate and flowers at the hands of the Chairman and the Dy. Chairman Shri G. P. Rai. The function was well attended by the family members of the retiring employees as well as the Heads of Department, senior Officers, staff and employees of the port from all the departments.

MPT PRESENTS PERFORMANCE AWARDS TO THE PORT USERS

The Mormugao Port achieved a commendable performance for the Financial Year 2016-2017. The total cargo handled was 33.18 million tons achieving 60% growth (FY 2015-16 ; 20.78 Million tonnes), resulting in an operating surplus of Rs 175.61 crores. This was possible due to the proactive steps taken by the Port Management in providing the necessary facilities and infrastructure to the Port users to carry out their trade smoothly and facilitating ease of doing business without any hindrance and operational delays. Timely and close monitoring by the Port Management to achieve the targets set for the Port users also went a long way in achieving a laudable performance.



The Port Users on their part supplemented the Ports' initiative and efforts with their excellent performance. The Port Management in a gesture of reciprocation and appreciation have for the first time, presented Performance Awards for the Year 2016-2017 to the Port Users for their outstanding performance under various categories. The Performance Awards were presented to the Port Users by the Chairman of the Port, Shri I. Jeyakumar, IRTS, in the presence of the Dy. Chairman Shri G.P. Rai, Shri Niazi Shaikh, Shri Sanjay Satardekar, Shri Laxmikant Gaude, Shri Chandrakant Gawas, Shri Vinod Parkhot, Shri Atul Jadhav, all Trustees of the Board, Senior executives of the Port and Trade Union Leaders at a special function held at the Port premises recently.

The Performance Awards will certainly motivate the Port Users to give their best to the trade and better their performance in future, thereby assisting the Mormugao Port to achieve new milestones in the years ahead.

The following Port users are the winners of Performance Awards:

IMPORTER

For Outstanding Performance as Cargo Handling in Import Through Private Terminal during 2016-17

1. M/s. JSW STEEL LTD
2. M/s. B.M.M ISPAT LTD

For Outstanding Performance as Leading Importer during 2016-17.

1. M/s WEST COAST PAPER MILLS LTD.

EXPORTER

For Outstanding Performance as Leading Exporter during 2016-17.

1. M/s. VEDANTA LTD
2. M/s. FOMENTO RESOURCES PVT.LTD

For Outstanding Performance in Handling Liquid Bulk cargo during 2016-17

1. M/s. ZUARI AGRO CHEMICALS LTD.

For Outstanding performance as Container Lines during 2016-17

1. M/s. SIMA MARINE (INDIA) PVT. LTD

STEVEDORES

For Outstanding Performance as Stevedore during 2016-17.

1. M/s. AGENCIA ULTRAMARINA PVT. LTD
2. M/s. DELTA INFRALOGISTIX (WORLDWIDE) LTD

For Outstanding Performance in Handling Cargo Vessels during 2016-17

1. M/s. HIRLAL & Co.
2. M/s. MARINELINKS SHIPPING AGENCIES

For Outstanding performance in Handling Cruise Vessels during 2016-17

1. M/s. J.M. Baxi & Co.

COASTAL CONTAINER

For Outstanding performance in Promoting Coastal Container Traffic during 2016-17

1. M/s. MBK LOGISTIX PVT. LTD

For Outstanding Performance in Achieving Record Productivity during 2016-17.

1. M/s. DELTA INFRALOGISTIX (Worldwide) LTD.

M.V. PRETTY JACK ON 30.03.2017

SABKA SAAT SABKA VIKAS SAMMELLAN CONDUCTED

Mormugao Port Trust, conducted 'Sabka Saat Sabka Vikas' Sammellans at two different venues in the neighbouring State of Karnataka in the month of June 2017. The first Sammellan was held at Kalburgi, Gulbarga, Karnataka on 12th June 2017 which was attended by around 700 people from the locality.

The second Sammellan was conducted at the rural area of Honnaradu-Kalagati, Hubli-Dharwad district, Karnataka on 13th June 2017, and nearly 1500 people attended the Sammellan. Wide publicity was given among the rural public in respect of both the above Sammellans and the response from the general public was encouraging. At both the above Sammellans, emphasis was laid on the 'Good Governance' outcome of NDA's 3 years of rule and highlighting the various schemes launched by the Government of India for the benefit of the local masses in the rural and urban areas with the help of Power Point presentations at both the venues which was well received by all those attending the sammellans. The objective of the Sammellans was met by disseminating the information on the various Schemes launched by the Government for the welfare of the citizens in the local language.

Shri Pralhad Joshi, Hon'ble Member of Parliament of the Dharwad District and other Government dignitaries attended the Sammelan, at Hubli-Dharwad.



MPT ACQUIRES MIST CANON FOG MACHINE

The Mormugao Port in its continuous endeavour to maintain a clean and dust free environment in the port area and under its Environment Management Plan recently procured 1 No. Truck Mounted Mist Cannon Fog Machine and 1 No. Portable Mist Cannon dust suppression system at a total cost of Rs. 47.84 lakh from M/s Excel Combine, Margao-Goa.

The truck mist cannon fog machine is mounted on existing Port vehicle chassis. The mist cannon fog machines are provided with an electrical motor to rotate at high speed, specially designed fan for throwing the mist up to 40-50 mtrs distance under no wind conditions. The finest fog created shall produce high percentage of fine droplets in the range of 25-200 microns.

The dust suppression equipment procured by Port will help in reducing and controlling the dust generation while handling iron ore, gypsum, limestone, bentonite, fertilisers, wood chips, and other cargoes inside the port operational area, thus complying with the requirements of Environment Management. The equipment procured under the scheme of Green Port and Swachh Bharat Abhiyaan, are indigenous built machines under the Prime Minister's 'Make in India' initiative and were inaugurated by the Chairman Shri I. Jeyakumar, IRTS, in presence of Shri G. P. Rai, Dy.Chairman, HODs and other executives of the Port and representatives of Excel Combine at Berth Nos 10 & 11 on 21-3-2017.



MPT OBSERVES FIRE SERVICE WEEK

The Fire Service Week (FSW) is observed nationwide from 14th April to 20th April to pay due respect and homage to the 66 Nos. Fire Personnel who lost their lives in the devastating fire that erupted and explosions that followed on 14th April, 1944 at Victoria Dock in Bombay Port, and also to prevent incidences of fire in all industries.

The inaugural function of the Fire Service Week at Mormugao Port Trust was held on 14th April 2017 at the Port Fire Station. The function commenced by laying of a wreath at hands of Shri A. Ganesan, Chief Mechanical Engineer, Mormugao Port Trust, in the presence of Dy. Chief Mechanical Engineer, Materials Manager, Superintending Engineer (M), Superintending Engineer (E-HL) and senior officers of the Port, in memory of the fire fighters who lost their lives.

During the Fire Service Week, several programmes were organised by the Fire Brigade Section of the Port viz., like demonstration on First Aid, fire fighting and mock drills, in various locations of the Port area with a view to propagate awareness amongst the Port employees, their families and the general public.



INTERNATIONAL YOGA DAY - 2017

The Medical Department of Mormugao Port Trust, celebrated the International Yoga Day on 21st June by conducting a 'Yoga Workshop'. Besides India, over 200 countries across the globe celebrate this day. Dr. Nimish Pillai, the Chief Medical Officer, MPT Hospital inaugurated the Workshop on Yoga by lightening of the traditional lamp. Speaking on the occasion, the Chief Medical Officer highlighted the significance of 21st June which, he said is the longest day of the year. Emphasizing further, the CMO said 'Yoga is not only a physical exercise, but it's a total package towards physical, mental and spiritual health of an individual.

Various benefits like stress relief, improved immunity, increased energy, better flexibility and posture, improved concentration, better intuition can be achieved by practicing yoga daily'. Dr. Reshma Bale, Ayurveda Physician MPT Hospital, also spoke on the benefits of yoga. 50 participants attended the workshop.



PORT OFFICERS ATTEND OIL POLLUTION WORKSHOP

The International Oil Pollution Compensation Regime Workshop programme was held in Goa on 9th June 2017. 7 Senior Executives of the Mormugao Port viz., Shri Edwin Vaz, AXEN (Mech.), Mechanical Engineering Department, Shri Ramesh Shet, XEN(M), Mechanical Engineering Department, Shri Nixon Gomes, CE (Marine), Marine Department, Capt Anil Kulkarni, Pilot, Marine Department, Shri Damodar Pai, Dy. Secretary, General Administration Department and Capt Sharad Karnad, Adviser(POID) attended the daylong Workshop. Shri Amitabh Kumar, IRS, Addl. DG Shipping welcomed the delegates for the Workshop. While Dr. Malini V. Shankar, IAS, Director General of Shipping, delivered the Keynote Address. The DG Shipping stressed on the issue of Pollution of the sea by oil and stated that it is a problem of national, regional and international concern because of the deleterious effects it could have on marine environment unless appropriate and timely steps are taken to prevent, mitigate, control, remove or combat the same.

The workshop had three eminent personalities viz., Liliana Monsalve -IOPC Funds (The International Oil Pollution Compensation Funds), Michael Hird - IG P&I {The International Group comprises 13 mutual P&I Insurance Associations (Clubs)} and Anne Reglain - ITOPF {THE INTERNATIONAL TANKER OWNERS POLLUTION FEDERATION LIMITED} from the Maritime Industry engaged in Oil pollution incidents involving ships, clean ups and related compensation.

Liliana Monsalve, stated that IOPC provide financial compensation for oil pollution damage that occurs in Member States, resulting from spills of persistent oil from tankers.

Michael Hird, addressing the delegates at the Workshop emphasized that the main role of the Group is co-ordinating the operation and regulation of the clubs' claim-sharing agreement (the Pooling Agreement). The IG P&I is collaborating with the IMO, IOPC Funds and other industry organisations to establish effective systems for preparedness and response if there is an incident; and to create a comprehensive mechanism for providing compensation.

Anne Reglain clarified to the audience that ITOPF Responds to ship-source spills of oil, chemicals and other hazardous substances and it's their priority service. This is provided worldwide, 24 hours a day, 365 days of the year. This is normally performed, without charge, at the request of the P&I Club for the vessel or ship owner.

MEMBER TRAFFIC RAILWAYS, VISITS MORMUGAO PORT

The Member(Traffic) Railway Board, Ministry of Railways, Shri Mohammed Jamshed, IRTS, visited Mormugao Port on 29.04.2017 and held discussions with the Sr. Officials of Mormugao Port Trust as well as all Stake holders of Mormugao Port who make use of Railways. Shri I. Jeyakumar, IRTS, Chairman MPT, briefed the Member (Traffic) and held discussions on the future developmental plans envisaged by the Port.

Member(Traffic) Railway Board, reviewed the developmental projects of the Port and assured all support and cooperation from the Railways as an effective logistics alternative in the faster movement of cargo to the hinterland. He also directed Sr. Officers from South Western Railways who were present at the meeting to extend their full support to the Trade as well as the entire Shipping fraternity of the Port. The Member (Traffic) Railway Board also held interaction with the Trade representatives and addressed their issues concerning railway operations. This was followed by a site visit to the SILOS located at the Port Railway Yard. The Member (Traffic) expressed satisfaction over the discussions held with the Port Authorities and the Trade representatives.



NEWS IN BRIEF

MPT HOSPITAL OBSERVES WORLD ENVIRONMENT DAY

Mormugao Port Trust Hospital has always strived for environmental conservation and efforts to propagate the theme "No Green No Life, Know Green Know Life". On the occasion of World Environment Day on 5th June 2017, MPT Hospital Staff under the guidance of Dr. Nimish V. Pillai, Chief Medical Officer (CMO), undertook a tree plantation drive in the hospital complex.



भारत सरकार

मंत्रिमंडल सचिवालय लोक शिकायत निदेशालय

क्या आप अनसुलझी शिकायतों से परेशान हैं?

आप लोक शिकायत निदेशालय के कार्य क्षेत्र के अंतर्गत मंत्रालयों/विभागों और संगठनों से संबंधित शिकायतों के समाधान के लिए लोक शिकायत निदेशालय की सहायता ले सकते हैं। पिछले कुछ सालों में, इस निदेशालय द्वारा उठाई गई लगभग नब्बे प्रतिशत शिकायतों का संतोषजनक समाधान किया गया है।

अपनी शिकायत दर्ज कराने से पहले कृपया नीचे दी गई बातों को ध्यानपूर्वक पढ़ें :-

- आपने अपनी शिकायतों को संबंधित विभाग के समक्ष समाधान हेतु प्रस्तुत कर लिया हो।
- आपकी शिकायत सेवा मामले (ग्रेजुएट, जीपीएफ इत्यादि जैसे सेवागत कितानों के मुद्दामों के अलावा), संबंधित विभाग के मंत्री के स्तर पर निपटाए गए मामले, वार्षिक अग्रिम, व्यावसायिक मामले, ऐसे मामले जहाँ निर्णय लेने के लिए अर्द्धव्यापिक प्रक्रिया और अपील प्रक्रियाएं निर्धारित की गई हैं, आर्टीकल 32 के तहत, वार्षिक मामले से संबंधित न हो।
- किसी भी प्रकार के सुझाव को शिकायत के रूप में नहीं माना जाएगा।

लोक शिकायत निदेशालय के कार्यक्षेत्र के अंतर्गत आने वाले मंत्रालयों/विभागों/संगठनों की सूची

(क) रेल मंत्रालय	(ज) सार्वजनिक क्षेत्र के बैंक
(ख) डाक विभाग	(झ) सार्वजनिक क्षेत्र की बीमा कंपनियां
(ग) सीएसएनएल और एनटीएनएल सहित दूरसंचार विभाग	(ञ) वित्त मंत्रालय की राष्ट्रीय बचत स्कीम
(घ) दिल्ली विकास प्राधिकरण, भूमि और विकास कार्यालय, सीपीडब्ल्यूडी और संपदा निदेशालय सहित शहरी विकास मंत्रालय	(ट) श्रम और रोजगार मंत्रालय के अंतर्गत कर्मचारी राज्य बीमा निगम निगमित ईएसआई अस्पताल और औषधालय।
(ड.) पेट्रोलियम और प्राकृतिक गैस मंत्रालय, इसके सार्वजनिक क्षेत्र के उपक्रम सहित।	(ठ) कर्मचारी पवित्र निधि संगठन।
(प) भारतीय विमानपत्तन प्राधिकरण और एअर इंडिया सहित नागर विमानन मंत्रालय।	(ड) विदेश मंत्रालय के अंतर्गत क्षेत्रीय पासपोर्ट प्राधिकरण
(छ) केंद्रीय माध्यमिक शिक्षा बोर्ड, केंद्रीय विद्यालय संगठन, राष्ट्रीय मुक्त विद्यालयीय संस्थान, नवोदय विद्यालय समिति, केंद्रीय विश्वविद्यालय समन्वयकालय (केंद्रीय) और मानव संसाधन विकास मंत्रालय की छात्रवृत्ति स्कीम।	(ढ) स्वास्थ्य और परिवार कल्याण मंत्रालय के अंतर्गत केंद्रीय सरकार स्वास्थ्य योजना
	(ण) पर्यटन मंत्रालय
	(त) युवा कार्यक्रम मंत्रालय
	(थ) पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय

नोट : आप हमारी वेबसाइट <http://dpg.gov.in> पर अपनी शिकायत ऑनलाइन दर्ज कर सकते हैं। आप अपनी शिकायत, संशुद्ध सूचना और संगत दस्तावेजों के साथ हमें डाक/फैक्स या ईमेल द्वारा भेज सकते हैं।

हमसे यहां संपर्क करें :-
सचिव,
लोक शिकायत निदेशालय,
दूसरा लल, सरदार पटेल भवन, संसद मार्ग, नई दिल्ली - 110001
दूरभाष : 011-23743139, 011-23741228, 011-23383733
फैक्स : 011-23345697



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"](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, 011-23383733
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