

# गोंयचीं ल्हारां

मुरगांव पत्तन न्यास की ई-मैगझीन  
जनवरी - मार्च 2018 | अंक-10



# GÖYCHIM LHARAM

E-Magazine of Mormugao Port Trust  
January - March 2018 | Issue No. 10

## MINISTER FOR SHIPPING INAUGURATES FERRY SERVICES

Shri Nitin Gadkari the Hon'ble Minister for Shipping, Road Transport & Highways and Water Resources, River Development and Ganga Rejuvenation inaugurated the Ferry Services from Baina, Vasco da Gama to Panjim on 20th March 2018 giving a further boost to Inland water ways tourism in the State of Goa. The Ferry service will be a great boon to the visiting tourists arriving at the Dabolim International airport and travelling to their hotels in the North Goa region.

Welcoming the Chief Guest, Shri Gadkariji and the other dignitaries present, Shri I. Jeyakumar IRTS Chairman, MPT said, 'The Ferry service from Baina, Vasco da Gama to Panjim will cut down on travel time from the airport and save a lot of time. Besides the Ferry service will give a good exposure to the visiting tourists. This is a new milestone in waterways travel and is a catalytic factor for tourism in Goa.'



The Hon'ble Minister Shri Nitin Gadkari addressing the gathering after inaugurating the Ferry Service said 'We have to commence water transport facilities and therefore the 7500 kms of inland waterways we have can be used for transport of goods and passenger traffic which will help increase the country's connectivity and significantly reduce the congestion on roads. The Government has identified 111 rivers in the country to develop Inland Waterways.

Highlighting the importance of developing cruise tourism in the country, the Minister stated that there is a lot of potential in the cruise tourism in India. During the next 5 years we are expecting that around 900 cruise liners will visit India. A luxury cruise ship between Mumbai and Goa will commence in the month of April 2018 where around 600 passengers could travel in luxury comfort, with several restaurants on board. Shri Gadkariji complimented the Chairman of the MPT Shri I. Jeyakumar for the initiatives he has taken for development in the port.

The Ferry Service which is a initiative of the Drishti Cruise & Service, facilitated by Mormugao Port Trust to boost tourism in the State is located at the Baina shore. The inaugural function held at the Baina beach was attended by Shri Shripad Naik Hon'ble Union Minister for AYUSH, Shri Narendra Sawaikar, Hon'ble MP Lok Sabha, Shri Vinay Tendulkar Hon'ble MP Rajya Sabha, Shri Francis D'Souza, Hon'ble Minister for Urban Development, Govt of Goa, Shri Mauvin Godinho Hon'ble Minister for Panchayat, Shri Milind Naik Hon'ble MLA Mormugao, Smt Alina Saldanha, Hon'ble MLA Cortalim, Shri Nilesh Cabral Hon'ble MLA Curchorem, Shri Rajiv Somany MD Drishti Cruise & Services, Trustees of the Board of MPT, senior executives of MPT, members of the Shipping fraternity, officials of the private port terminals at Mormugao, and citizens of Goa.

## REPUBLIC DAY CELEBRATIONS AT MORMUGAO PORT

'Mormugao Port is one of the oldest port in the country and it has been serving the state and the nation for 130 years. The Port supports 6000 families directly and ten times more families of the trade indirectly. The well being of these families depends on the well being of the port. During this current financial year the port has undertaken a lot of infrastructure projects, and notable among them is the 4 lane highway, which will be completed soon and will ease the congestion on the roads in Vasco' said Shri I. Jeyakumar IRTS Chairman/MPT, while addressing an impressive gathering of Officers, staff, employees, parents, invitees, students and teachers at the 69th Republic Day celebrations at the Deepvihar School grounds, at Headland Sada. The Trustees of the Board, Dy. Chairman, Head of Departments were also present at the celebrations.





Shri Jeyakumar, earlier unfurled the National Flag, inspected the Ceremonial parade and took the salute at the Republic Day celebrations at the port. The March Past was held by the CISF Contingent of the Port, followed by the students of Deepvihar Primary, Secondary and Higher Secondary schools, and the Port Fire Brigade. School students rendered patriotic songs on the occasion. The Chairman complimented the services of the Port Fire Brigade and Medical department in timely management and mitigation of the situation during the recent road accident of ammonia tanker. Officers and staff of the Marine Department, the Fire Brigade section and CISF personnel were honoured at the Republic Day function and presented with certificates and cash prizes for commendable service rendered to the Port. An impressive and colourful cultural pageantry was presented by the students of the educational institutions run by the Mormugao Port Trust Education Society.

The Chairman later along with the Dy. Chairman, HODs, visited the Mormugao Port Hospital accompanied by the First Lady Madam J. Jayalakshmi where they were welcomed by Dr. Nimish Pillai, Chief Medical Officer MPT Hospital, and the senior Medical Officers and staff. The Chairman and First Lady interacted with the inpatients at the port hospital inquiring about their health, well being and distributed fruits to all.

## VISIT OF PARLIAMENTARY STANDING COMMITTEE ON RAILWAYS

The Parliamentary Standing Committee on Railways headed by Hon'ble M.P. Shri Sudip Bandyopadhyay along with 3 MPs and 3 other officials of the Lok Sabha Secretariat visited Mormugao Port Trust on 22.01.2018 at 1200 noon and held discussions with the Dy. Chairman, Shri G. P. Rai on the subject of 'Last Mile Port Connectivity with Indian Railways' in the Board Room. Shri A.K. Gupta, General Manager, South Western Railways and Shri Sanjay Gupta, CMD, Konkan Railways and other senior officials from SWR, Konkan Railways and Heads of Department of Mormugao Port Trust were present during the meeting. The members of the Committee and other officials earlier visited the Port.



## ADVISOR MOS VISITS MPT

As part of Government of India's ambitious initiative of 'Ease of doing business' to boost the Indian economy and in order to promote luxury cruise liner tourism in the State of Goa, Shri M.M. Hasija, Advisor, Ministry of Shipping together with Shri Ganesh Kumar, IPS, Dy. Director, Bureau of Immigration, Ministry of Home Affairs, visited the Mormugao Port on 14th and 15th February 2018, to resolve the issues pertaining to immigration of cruise liner passengers.

During his visit to the Mormugao Port, Shri Hasija and Shri Ganesh Kumar, visited the cruise liner MS COSTA NEO CLASSICA and had a fruitful interaction with the Master of the ship and his team of officers to identify the problems faced in respect of immigration matters and to find solutions for the same. After detailed discussions with all concerned, the issues were sorted out and solutions were offered to smoothen out the process of immigration at the Port.



Shri Vipin Menoth, Traffic Manager MPT, Shri Jerome Clement Sr. Dy. Traffic Manager, Capt. Mathur, General Manager, and Shri Govind Pernulkar, Manager of M/s J. M. Baxi & Co. were present during the discussions.

## CONSUL GENERAL – NETHERLANDS VISITS MPT

His Excellency, Mr Guido Tielman, The Consul General, Consulate General of the Kingdom of the Netherlands visited MPT and held discussions with the Dy. Chairman Shri G. P. Rai on 27th Feb 2018. During the discussions with His Excellency, the Dy. Chairman Shri Rai, emphasized on the areas of mutual interest where the Indian Major Ports, under the Ministry of Shipping, GOI, could benefit from association with the leading ports in the Netherlands. The Dy. Chairman also impressed upon His Excellency the best practices being followed at Rotterdam and Amsterdam Ports in handling cruise and cargo ships which could be replicated in the Indian Ports. Besides, Institutes of higher learning such as Delft University, Erasmus University as well as those institutions and organization specializing in dredging could also collaborate with their Indian counterparts.

Shri Vipin R. Menoth Traffic Manager and Shri Jerome Clement Sr. Dy. Traffic Manager MPT were also present during the visit.



## M.V. COSTA NEO CLASSICA OWNERS VISIT MPT

Mr. Nicola Costa and Ms. Maria Alessandra Fantoni the original owners of the Costa Cruises paid a surprise courtesy visit to the Mormugao Port Trust on 4th January 2018. It was a mere coincidence that the owners of MV COSTA NEO CLASSICA were on a visit to India, during their cruise ship's arrival at Mormugao Port in Goa on the same day. They were welcomed by Shri G.P. Rai, Dy. Chairman MPT in his chamber in the presence of Shri Vipin Menoth Traffic Manager, Shri Jerome Clement, Sr. Dy. Traffic Manager/MPT and Capt. Mathur representing the Shipping Agents, M/s. J M Baxi & Co.

During the brief visit of the owners, the Dy. Chairman Shri Rai, highlighted the crucial role played by the Port Management in promoting cruise tourism in Goa and the Government of India's positive approach towards cruise tourism industry in the country and with a special focus on Goa. He said that the Government has extended all support to the cruise industry by streamlining the procedures so as to provide a hassle free experience to the guests. The owners later visited their cruise Ship docked at the cruise berth terminal.



## NEW YEAR CELEBRATIONS

Shri G. P. Rai, Dy. Chairman MPT, cut the New Year's cake on 1st January symbolizing the new dawn and welcoming the New Year 2018 in the presence of the Heads of Department, Labour Trustees, Shri Laxmikant Gawde, and Shri Leonardo Rodrigues, representatives of the Trade Unions, senior executives of the Port, staff and employees at a brief ceremony held at the main administrative building in the morning.

The Dy. Chairman extended his New Year greetings to all present and wished everyone a happy and prosperous New Year. He further expressed the hope that the New Year would bring in prosperity and good tidings to MPT to achieve further growth. He exhorted all present to work with dedication and support the Management. Both the Labour Trustees present at the function also addressed the gathering.





## TRAINING WORKSHOP HELD FOR PORT EXECUTIVES

Dr. Vinayshil Gautam (Founder Director IIM- K, Leader, Consulting Team, IIM-S; Founder Head, Management Dept, IIT.D; Ex-A1-Sagar Chair Emeritus Professor, IITD, ex-Senior Adviser: KPMG ) Chairman, DKIF, who has been appointed as a Committee Chairman by Ministry of Shipping to benchmark, evaluate and recommend parameters of training for Port Officers in all Major Ports, visited Mormugao Port Trust on 16.02.2018 to conduct workshop on “Job Analysis and Job Description” for Senior Port Officers.



The workshop was inaugurated by Shri G. P. Rai, Dy. Chairman/MPT. Heads of Department, Dy. HODs and Senior Officers of the Port, numbering 20 participants attended the workshop. The workshop was much beneficial to the senior officers who will educate their subordinates to understand and write their job description which will improve the better performance Appraisal Management for the Port executives.

## MAIDEN CALL OF CRUISE LINER M.V. MEIN SCHIFF 5

Luxury cruise liner M.V. MEIN SCHIFF 5 owned by TUI Cruises paid a maiden visit to the Mormugao Port on 28th February 2018. The cruise liner arrived with 2457 high end tourists and 1017 crew members. The cruise vessel having a LOA of 295.30 metres arrived under the command of Master Thomas Roth and was docked safely at the port Cruise Terminal under the able command of Capt Manoj Joshi Dy. Conservator, and Capt Shaji Ummer of Mormugao Port Trust.



Shri G. P. Rai, Dy. Chairman/MPT, along with the senior port executives Shri Vipin R Menoth Traffic Manager, Shri Vinayaka Rao, FA&CAO, Capt. Manoj Joshi Dy. Conservator, Shri S.K.S. Hegde, Chief Mechanical Engineer I/C, Shri Jerome Clement Sr. Dy. Traffic Manager, Shri Anant V. P. Chodnekar Sr. Dy. CAO, Capt. Shaji Ummer, Shri D.M. Tiwari Dy. Commandant, welcomed the Master of the vessel and the officers and crew on its maiden visit to Mormugao on board the ship.

Interacting with the Master of the visiting cruise liner, Shri Rai said 'Mormugao Port is making all out efforts to extend the best of infrastructure facilities to the cruise liners visiting Goa. The Ministry of Shipping, and the Ministry of Tourism, Government of India is vigorously promoting Cruise tourism at Indian Ports and is assisting ports in creating necessary infrastructure of world class'. The Master of the cruise vessel, reciprocated by saying 'It's a special honor to be in Goa with a pleasant weather and good number of beaches. We have received great hospitality while here at Mormugao port'. The Master further complimented the Port Management for the infrastructural facilities available at the port for cruise liners, safe and clean piers, fenders, and safe maneuvering by the experienced port Pilot. They later exchanged commemorative plaques as a gesture of goodwill and friendship. The Customs, Immigration Bureau and the CISF did a commendable job in facilitating the smooth transition of the guests on board the cruise vessel. The vessel sailed on its onward voyage to Muscat later in the evening. M/s. J. M. Baxi & Co., were the Shipping Agents for the cruise liner and provided the necessary logistical support to the vessel.

## MS ARCADIA ON MAIDEN VISIT TO MORMUGAO PORT

Luxury cruise liner MS ARCADIA of the P&O Cruises arrived at Mormugao Port from Colombo, Sri Lanka, on 27th March 2018, under the command of Capt. Ashley Cook, carrying 1919 high end guests and 863 crew members. The vessel with 285 metres LOA, was on its maiden visit to Mormugao Port. Mormugao Port, Goa, was the only Indian Port on its current voyage schedule.

Being the vessel's maiden visit to the Port, the senior executives of the Mormugao Port, Shri Vipin R. Menoth Traffic Manager, Shri Vinayaka Rao FA&CAO, Smt. L.A. Mathew Chief Engineer, Capt Manoj Joshi Dy. Conservator, Shri S.K.S. Hegde CME I/C, Shri Mohan Kumar Secretary I/C, Shri Jerome Clement Sr. Dy. Traffic Manager, Shri Anant V.P. Chodnekhar, Sr. Dy. CAO, Shri Sebastiao Coutinho PRO, visited the cruise ship and extended a warm welcome to Capt. Ashley Cook, officers and crew. As a gesture of goodwill and friendship the Master of the vessel Capt. Ashley Cook and the Port Management exchanged commemorative plaques on its maiden visit. Shri Govind Pernulkar, Manager, J.M. Baxi & Co., the Shipping Agents was also present.



Welcoming the Master of the visiting cruise ship and senior officers Shri Vipin R. Menoth, Traffic Manager said 'We extend a warm welcome to our privileged guests to Goa and wish you a memorable visit. The Govt. of India, is exploring all avenues to simplify the procedures for the cruise ships visiting the port to give a boost to cruise tourism in Goa. In the near future MPT would examine the scope to set up stalls selling Goan memorabilia and handicrafts for the guests to take home as souvenirs'. The master of the cruise vessel Capt. Ashley Cook thanked the port authority for their support and expressed the hope that in future the cost of E-Visa for visiting guests to visit the shore will be reduced to enable more guests to go on shore.

## MPT PARTICIPATES IN MEGA EXHIBITION: DESTINATION GOA, 2018

Mormugao Port Trust participated in the Mega Exhibition, 'Destination Goa, 2018' organized by Aavishkaar Exhibition & Promotion Pvt. Ltd., Delhi at Ravindra Bhawan, Fatorda, Margao, Goa from 2nd to 4th February, 2018. The Exhibition was inaugurated at the hands of Shri Narendra Sawaikar, Hon'ble Member of Parliament and Shri Vinay Tendulkar Hon'ble Member of Parliament (Rajya Sabha).

MPT showcased the Green Port initiatives carried out at the Port, Port's Master plan, Four Lane Road Connectivity project, Development of Vasco Bay including POL berth, fishing harbor and passenger launch jetty. The dignitaries visited the stall put up by MPT. Members of the Public and students visiting the stall were briefed on MPT, the development projects and its contribution towards the economic development of the state. The welfare measures undertaken by the Port for the employees and other initiatives undertaken towards the general public under Corporate Social Responsibility were also highlighted. The Public and school children who visited the stall were educated on various green port initiatives undertaken by Port to ensure that pollution due to handling of cargo is controlled and kept below the prescribed level.



The exhibition was supported and participated by key Government organizations such as the Indian Space Research Organization (ISRO), Government of Goa's Department of Agriculture, Central Water Commission, National Skill Development Corporation (NSDC), Central Silk Board, Konkan Rail, Spice India, Indian Oil, Indian Council of Medical Research (ICMR), Coir Board, etc.

MPT was felicitated and presented with participation Award at the hands of Shri Shripad Naik, Hon'ble Union Minister of State in the Ministry of Ayurveda, Yoga & Naturopathy, Unani, Siddha and Homoeopathy (AYUSH) at a special function held at Ravindra Bhawan's Black Box.

## MPT PROVIDES SAFE SHELTER TO STRANDED FISHERMEN

Fishing trawlers which were left stranded off the coast with no possibility of returning back to their home due to low pressure area in Camorine region over the equatorial Indian Ocean and adjoining Camorine area were given safe shelter at Mormugao Port on 12th March 2018. An advisory was issued by the Coast Guard for fishing vessels as not to venture in to the affected areas.



Shri I. Jeyakumar, IRTS, Chairman, Mormugao Port Trust, took prompt action and instructed Capt. Manoj Joshi, Dy. Conservator/MPT to contact affected fishermen and help them in every possible manner. Several fishing trawlers with fishermen were given safe shelter at Mormugao Port and in a quick response, the Mormugao Port Trust welfare team provided the stranded fishermen with all relief material and food during their stay here in Port.

## 'ASPIRING ENTREPRENEURSHIP WORKSHOP' HELD AT MPT

'I Create' a non-profit organisation with a pan India presence engaged by the Mormugao Port Trust to impart training and technical knowhow to potential entrepreneurs from Vasco and Mormugao, conducted a 6 days 'Aspiring Entrepreneurship Workshop' in association with Mormugao Port Trust as part of their CSR activity. The program was inaugurated on 15th January 2018 at the hands of Shri G. P. Rai, Dy. Chairman/MPT, in the presence of Shri J. B. Dhawale Secretary/MPT and Shri Vinayaka Rao, FA&CAO/MPT, and Shri Nitin Bandekar - Director of NRB Group at the Port HRD Centre Headland Sada, and was conducted by 'I Create' Master Trainers including Nagendra Babu, Manish Gosalia and Mayur Arsekar.



27 participants from Vasco and other places in Goa attended the workshop. This group enrolled based on the success of a previous AEW program conducted in Aug '17 wherein 21 individuals participated in the program and 9 individuals have started their own businesses. Participants included women self-help group members, homemakers, lawyers, IT professionals, retired Naval and MPT personnel, etc.

The participants appreciated the contents of the program and appreciated the in-depth learning on how to identify business opportunities, conduct market research, and understand the feasibility of the business idea and finally understanding the nuances of managing, marketing and running a business successfully. The participants also had an in-depth understanding of the financial requirements of managing a business including cash flow, Profit & Loss statements and break even analysis.

The program concluded with a Business Plan competition held on 20th Jan '18 and the businesses presented by the groups included Eco Friendly Bags Manufacturing, Edible Cutlery, Graphic Designer, Car Wash facility, etc.

## RARE SATI STONE CARVING FOUND AT MORMUGAO

A rare Sati stone carving was found by Capt. Manoj Joshi, Dy. Conservator, Mormugao Port Trust in the compound of one unoccupied HOD Bungalow near the MPT Administrative building. The stone carving was lying covered under the bushes in the compound of the bungalow which is not in use. Capt. Joshi secured the stone carving and immediately contacted the Directorate of Archives, informing them of his precious find.

Shri Varad Sabnis, Asst. Superintending Archaeologist, Directorate of Archives & Archaeology, Panjim, later visited MPT and the stone carving which was found by Capt. Joshi was handed over to him. On examining the stone carving, Shri Varad Sabnis said that the sculpture which was found is around 300 to 400 years old and is a memorial of Sati or sacrifice done by a woman to the society. It is a significant find to help reconstruct the archeological past.

The stone carving has been taken over and shifted to the Directorate of Archives and Archeology and it will be on display for public viewing at the State Museum.





# DPG ADVISORY



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 कितनामों के मुद्दामों के अलावा), संबंधित विभाग के मंत्री के स्तर पर निपटाए गए मामले, वार्षिक अग्रिम, न्यायाधीन मामले, ऐसे मामले जहाँ निर्णय लेने के लिए अर्द्धन्यायिक प्रक्रिया और अपीलीय प्रक्रियाएं निर्धारित की गई हैं, आर्टीकल 32 मामले, वार्षिक मामलों से संबंधित न हो सकें।
- 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	(ग) सार्वजनिक क्षेत्र के बैंक
(ख) डाक विभाग	(घ) सार्वजनिक क्षेत्र की बीमा कंपनियां
(ग) बीएसएनएल और एमटीएनएल सहित दूरसंचार विभाग	(ज) वित्त मंत्रालय की राष्ट्रीय बचत स्कीम
(घ) दिल्ली विकास प्राधिकरण, मुमि और विकास कार्यालय, सीपीडब्ल्यूडी और सम्पदा निदेशालय सहित शहरी विकास मंत्रालय	(ड) श्रम और रोजगार मंत्रालय के अंतर्गत कर्मचारी राज्य बीमा निगम निवृत्ति ईएसआई अर्हता और औषधालय।
(ङ) पेट्रोलियम और प्राकृतिक गैस मंत्रालय, इसके सार्वजनिक क्षेत्र के उपक्रम सहित।	(ड) कर्मचारी भविष्य निधि संगठन।
(च) भारतीय विमानचलन प्राधिकरण और एअर इंडिया सहित नागर विमानन मंत्रालय।	(झ) 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।	(झ) 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, संपूर्ण सूचना और संगत दस्तावेजों के साथ हमें डाक/फैक्स या ईमेल द्वारा भेज सकते हैं।

हमसे यहां संपर्क करें :-  
सचिव,  
लोक शिकायत निदेशालय,  
दूसरा तल, सरदार परेत भवन, संसद मार्ग, नई दिल्ली - 110001  
दूरभाष : 011-23743139, 011-23741228, 011-23363733  
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/Organisations 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, 011-23363733  
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