Nodal Officer for Citizen Charter and Public Grievances Portal, Ministry of Culture

Grievance redressal Mechanism

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redressal of their grievance:-

Shri Rajesh Kumar Singh
Director (AR&IT)
Room No. 328-C, Wing, Shastri Bhawan, New Delhi.
Tel: 011-23074361
Email- rk.singh68@gov.in

The grievance can also be lodged on-line on the following link:-

www.pgportal.gov.in and http://indiaculture.gov.in

Escalation of Grievance

In case the grievance is not redressed within a period of about one month, the same can be taken up at higher level to the following nodal authority:-

Shri Shravan Kumar
Joint secretary
Room No. 323-C, Wing, Shastri Bhawan, New Delhi.
Tel: 23381396
Email- shravan.kumar68@gov.in