






Presentation Hon'ble Minister

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General Coordination, PG & IWSU

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Items of Work Handled

Co-ordination of :

- Modification/review of Allocation of Business Rules
- Status report on compliance of orders of ACC
- Committees and Boards functioning under MoEF&CC
- PM's announcement on Independence day.
- PM's Reconstruction Plan for J&K.
- VIP References and other references received from Cabinet Secretariat, PMO and other Ministries etc.

Circulation of :

- References received from Cabinet Secretariat relating to composition of various Cabinet Committee assumptions and relinquishment of charge by various Ministers, etc.
- Orders/instructions of general nature received from other Ministries in the Ministry and in its attached/subordinate offices and autonomous organizations.

Awards

- Response to other Ministries regarding nominations for various awards.

Joint Consultative Machinery (JCM) matters

- Departmental Council meetings – convening, preparation of Agenda & the minutes of the meeting.
- Recognition of Service Associations of the Ministry & circulation of Rules & Regulations received from Dept. of Personnel & Training (DoPT).

Items of Work Handled (Contd.)

Other Miscellaneous Matters

- Furnishing of information to Cabinet Secretariat regarding major development during PM's tour abroad.
- Preparation of monthly DO letter from Secretary (EF&CC) to Cabinet Secretary.
- Appointment of Nodal officers for dealing with receipts from various Central Govt. Departments/Ministries.
- Furnishing of comments of draft Cabinet Note of general nature received from other Ministries on the subject not assigned to any other Division.
- Observance of important days/weeks (Anti Terrorism Day, Sadbhavana Diwas, Forest Martyrs Day, Qaumi Ekta Week, National Foundation for Communal Harmony, Armed Forces Flag Day, etc.)
- Citizen's Client's Charter

Periodical Report and Returns

- **Monthly returns:** Implementation of orders of ACC to Cabinet Secretariat
- **Half-Yearly Returns:** Monitoring of recruitment of minorit communities in Govt. Service

Items of Work Handled (Contd.)

- Submission of information to Department of Administrative Reforms on the subject of personnel matters, creation/abolition of posts, Voluntary Retirement Scheme, delay in holding DPC, etc.
- Collection of funds for providing relief to the people affected by natural calamities in the country.
- Providing logistic support to Audit Party deputed to inspect the record of Ministry (Proper).
- Welfare Activities like condolence meetings, farewell parties, etc.
- Appointment of Chairman, Member Secretary & other member on the Departmental Canteen Management Committee.
- Matters relating to Recreation Club.
- Duties attached with the Welfare Officer.

Public Grievance Cell



Nature of Grievances & Items of work handled

To receive the grievances of the public for further transmission to the concerned officers/sections in the Ministry, mainly concerning :-

- Environment Pollution.
- Encroaching, Degradation of Forests, illegal cutting of trees, tree plantation, environmental clearance in mining, industry, infrastructure, etc.,
- Pensionery/retirement benefits of IFS Officers/Scientists, etc. Service matters of staff of the Ministry and its Attached and Subordinate Offices.
- Monitoring of the progress of disposal of public grievances.
- Furnishing of periodic returns to Department of Administrative Reforms and Public Grievances (DAR&PG) regarding public grievances.
- Correspondence with Department of Pension & Pensioner's Welfare, Cabinet Secretariat, etc., regarding complaints referred by these Departments.
- Dealing with the instructions issued by DAR&PG relating to Public Grievances.

Challenges

- As on 12.07.2016, out of total 16807 public grievances, 15479 have been disposed off on line and 1328 grievances remain pending with various Divisions.
- As on 12.07.2016, the rate of disposal is 92%.
- Periodical reminders to be issued to the Divisions concerned for disposal of pending grievances.
- All Divisional Heads will be requested to
 - monitor the grievances pending with their Divisions/Sections and ensure timely disposal of the grievances
 - undertake a Special drive for settlement/redressal of pension and other grievances on priority and promptly.



Thank You