

Computer No. 130908
HAJ-15/2/2022-HAJ-MoMA
Government of India
Ministry of Minority Affairs
(Haj Division)

11th Floor, Pt. Deendayal Antyodaya Bhawan,
CGO Complex, Lodhi Road, New Delhi – 110 003
Dated: 22.03.2023

OFFICE MEMORANDUM

Subject: Constitution of the Complaint-cum-Grievance Committee in the Ministry of Minority Affairs – regarding.

For effective Grievance Redressal Mechanism in the Ministry of Minority Affairs, approval of the competent authority is hereby conveyed for constitution of the following two Committees for examination and disposal of the grievances and complaints in respect of the subjects administered and controlled by the Ministry including the Haj Matters:

1. Grievance – cum – Complaints Committee:

- i. Sh. S.P.S. Teotia, Director : Chairman.
- ii. Sh. Dheeraj Kumar, Under Secretary : Member.
- iii. Sh. Sunil Kumar, Deputy Director : Member
- iv. The Under Secretary level officer in-charge of the division whose grievance / complaint / subject matter is being examined, shall be the Member-Secretary for that agenda.


The Terms of Reference of the Committee is as under:

- To examine and decide / dispose the complaints and grievances received in the Ministry including Haj Matters.
- The Committee may hear the aggrieved person / party / complainant, in person, if so required
- The Committee would decide the given grievance/complaint within 15 days of the matter being put-up for examination and orders of the Committee.

2. APEX Committee (for Grievances and Complaints):

- i. Sh. Srinivas Danda, Joint Secretary : Chairman.
- ii. Sh. Pawan Kumar, Director : Member.
- iii. Sh. Harish Kumar, Deputy Secretary : Member
- iv. The Director / DS level officer in-charge of the division whose grievance complaint / subject matter is being heard, shall be the Member Secretary for that agenda.

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The Terms of Reference of the Apex Committee is as under:

- To consider representation / appeals against the decision of the above said Grievance - Cum - Complaints Committee.
- The Committee may hear the aggrieved person / party / appellant, in person, if required.
- The committee would decide the given grievance/complaint within 15 days of the matter being put-up for examination and orders of the committee.

S.S. Verma
22/03/2023

(S.S. Verma)

Deputy Secretary to the Government of India

Tel: 011 - 24302524

To

1. Tech Director, NIC for uploading on the website of the Ministry.
2. PS to Minister (MA)/ PS to MoS (MA)
3. PPS to Secretary (MA)

Copy to:

1. All officers included in the above committees.
2. All the Division Heads for wide circulation in the Ministry.
3. HCoI, Mumbai

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