

OFFICE MEMORANDUM

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

In partial modification of this Ministry's OM of even no dated 22.03.2023 regarding effective Grievance Redressal Mechanism in the Ministry of Minority Affairs, approval of the competent authority is hereby conveyed for:

- a. Re-constitution of **APEX Committee** for examination and disposal of the grievances and complaints in respect of the subjects administered and controlled by the Ministry including the Haj Matters with following composition:
- i. Additional Secretary (MoMA) : Chairperson
 - ii. Sh. Pawan Kumar, Director : Member.
 - iii. Sh. Harish Kumar, Deputy Secretary : Member
 - iv. Director/DS level officer in-charge of the division whose grievance complaint / grievance / subject matter is being heard, shall be the Member Secretary for that agenda.

ToRs of Apex Committee:

- 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 30 days of the matter being put-up for examination and orders of the committee.
- b. The composition of the **Grievance cum Complaints Committee** and its ToR will remain unchanged as conveyed vide OM of even no. dated 22.03.2023. However, the committee under it ToR would decide the given grievance/complaint within 30 days of the matter being put-up for

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examination and orders of the Committee. The detail of the Committee and its ToR is as under:

- i. Sh. S.P.S. Teotia, Deputy Secretary : Chairperson.
- ii. Sh. Dheeraj Kumar, Deputy Secretary : Member.
- iii. Sh. Sunil Kumar, Deputy Director : Member
- iv. Under Secretary level officer in-charge of the division whose grievance / complaint / grievance / 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 30 days of the matter being put-up for examination and orders of the Committee.


28/4/2023

(S.S. Verma)

Deputy Secretary to the Government of India
Tel: 011-2616 0064

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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