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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS

GOVERNMENT OF INDIA

NATIONAL WORKSHOP

ON

"EFFECTIVE REDRESSAL OF PUBLIC GRIEVANCES"

ON

18 NOVEMBER 2024

HALL NO.6 VIGYAN BHAWAN, NEW DELHI

GRIEVANCE PORTAL

WORKSHOP MATERIAL

PLENARY SESSION

12:15 - 12:20	WELCOME ADDRESS BY SHRI PUNEET YADAV, ADDITIONAL SECRETARY, DARPG
12:20 - 12:25	ADDRESS BY SMT. VANDANA GURNANI, SECRETARY, COORDINATION, CABINET SECRETARIAT
12:25 - 12:30	OVERVIEW PRESENTATION BY SHRI V. SRINIVAS, SECRETARY, DARPG ON CPGRAMS AND SEVOTTAM
12:30 - 12:35	LAUNCH AND RELEASE BY HON'BLE MOS (PP) • RELEASE OF GRAI 2023 • RELEASE OF CPGRAMS MOBILE APP 2.0 • RELEASE OF CPGRAMS MONTHLY REPORTS FOR OCTOBER 2024
12:35 - 12:55	KEYNOTE ADDRESS BY CHIEF GUEST **DR. JITENDRA SINGH**, MINISTER OF STATE (INDEPENDENT CHARGE): M/O SCIENCE & TECHNOLOGY; M/O EARTH SCIENCES. MINISTER OF STATE: PRIME MINISTER'S OFFICE; M/O PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS; D/O ATOMIC ENERGY AND D/O SPACE, GOVERNMENT OF INDIA
12:55 - 13:00	VOTE OF THANKS BY SMT. SARITA CHAUHAN, JOINT SECRETARY, DARPG FOLLOWED BY LUNCH

REGISTRATION

09:30 - 09:45

SESSION-1: DARPG

09:45 - 10:15

1. OBJECTIVES OF WORKSHOP - ADDRESS BY SMT. JAYA DUBEY, JOINT SECRETARY, DARPG

SESSION-2: PRESENTATIONS BY KNOWLEDGE PARTNERS OF CPGRAMS

10:15 - 10:55

1. "**CPGRAMS BHASINI COLLABORATION**" BY SHRI AMITABH NAG, CEO, BHASHINI
2. "**GRIEVANCE REDRESSAL ASSESSMENT & INDEX**" BY SHRI RAJENDRA NIMJE & SHRI SHABBEER SHAIKH, DIRECTOR
3. "**NEXT GEN CPGRAMS**" BY SHRI H MURALIDHARA, PARTNER EY
4. "**INTELLIGENT GRIEVANCE MANAGEMENT SYSTEM**" BY PROF. NISHEETH SRIVASTAVA, IIT KANPUR (THROUGH VC)

SESSION-3: PRESENTATIONS BY CENTRAL MINISTRIES/ DEPARTMENTS

11:00 - 12:00

1. "**GRIEVANCE REDRESSAL IN EPFO**" BY SHRI RAMESH KRISHNAMURTHI, CPFC, EPFO
2. "**GRIEVANCE REDRESSAL IN CBDT**" BY MS. SAPNA BHATIA, ADDITIONAL DIRECTOR GENERAL, TAXPAYER SERVICES, CBDT
3. "**GRIEVANCE REDRESSAL IN RAILWAYS**" BY SHRI RATNESH JHA, EXECUTIVE DIRECTOR (PG), M/O RAILWAYS
4. "**GRIEVANCE REDRESSAL IN POST**", BY SHRI SHAILENDRA KUMAR DWIVEDI, DEPUTY DIRECTOR GENERAL, D/O POST

TEA BREAK

12:00 - 12:15

PLENARY SESSION

12:15 - 13:00

LUNCH BREAK (VIGYAN BHAWAN ANNEXE) 13:00 - 14:00

SESSION-4: PRESENTATION BY REGULATORY/ AUTONOMOUS ORGANIZATIONS 14:00 - 15:00

1. MS. CHANDRALEKHA MUKHERJEE, DIRECTOR GENERAL, HARYANA INSTITUTE OF PUBLIC ADMINISTRATION
2. "**DPG PORTAL & GRIEVANCE REDRESSAL**" BY SHRI SAURABH TIWARI, JOINT SECRETARY, DPG, CABINET SECRETARIAT
3. "**BANKING RELATED GRIEVANCES**" BY SHRI AVINASH KAPOOR, GENERAL MANAGER, RBI
4. "**INTERNAL GRIEVANCE PLATFORM AND CPGRAMS**" BY MS. VANDANA RAJESH KUMAR, GM, SEBI

TEA BREAK 15:00 - 15:15

SESSION-5: PRESENTATION BY STATE GOVTS. / ATI'S 15:15 - 16:15

1. SHRI K JAYAKUMAR, DIRECTOR, INSTITUTE OF MANAGEMENT IN GOVERNMENT (IMG), THIRUVANATHAPURAM
2. SHRI L. VENKATESHWARLU, DIRECTOR GENERAL, U.P. ACADEMY OF ADMINISTRATION & MANAGEMENT (UPAAM), LUCKNOW
3. "**GRIEVANCE REDRESSAL IN ANDHRA PRADESH**" BY SHRI MOHAMMED JAVED, STRATEGY LEADER, REAL TIME GOVERNANCE SOCIETY, GOVT. OF ANDHRA PRADESH
4. "**JK SAMADHAN**" BY SHRI MOHAMMAD AIJAZ ASAD, SECRETARY (PG), JAMMU & KASHMIR

SESSION-6: VALEDICTORY SESSION 16:15 - 16:45

1. VALEDICTORY REMARKS BY SMT. JAYA DUBEY, JOINT SECRETARY, DARPG
2. ROADMAP FORWARD BY SHRI V. SRINIVAS, SECRETARY, DARPG

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