

No. 31-02/09-PHP  
Government of India  
Ministry of Communication & IT  
Department of Telecom

Dated: 11.07.2013

**ORDER**

Shri Jagdish Chandra, Director has joined under DDG (PG) in DOT HQ. His designation will be Director (PGA). Following shall be his duties and responsibilities :

A. Handling of grievances of all types including staff and pension grievance. This will include:-

1. Booking of grievances of all types in CPGRAMS
2. Forwarding of grievances booked in CPGRAMS to concerned Organization
3. Analysis of responses received from concerned organization in respect of booked grievances in CPGRAMS
4. Raising query to concerned organization if response received is Unsatisfactory
5. Closure of grievance, if response received in respect of grievance/query is satisfactory

B. ADG (PG-III)-cum-DE (MOC-PG Cell) will report to Director (PGA).

C. ADG (PHM) will handover all cases of staff grievances and Pension grievances to ADG (PG-III).

This order shall come in force with immediate effect.

*S.S. Singh*  
11-07-2013  
(S.S. SINGH)  
DDG (PG)

To

1. Shri Jagdish Chandra, Director (PGA)
2. Director (PHP)
3. Director (PG)
4. ADG (PHM)
5. ADG (PG-I)-cum- ADG (PG-II)
6. ADG (PG-III)-cum-DE (MOC-PG Cell)
7. Guard File

8. Copy to IT cell for upload in the web-site  
9. Copy to Dir (Coordination) / US (C)

*S.S. Singh*  
24/7/13  
ADG (PG-I)

1558/Dir (PW)  
TG -07-13  
for the n/a.  
ADG (PG-1)  
A. S.

