

**Nodal Officer for Citizen Charter and Public Grievances Portal, Ministry of Culture**

**Grievance redressal Mechanism**

In case of non compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redressal of their grievance:-

Shri Rajesh Kumar Singh  
Director (AR&IT)  
Room No. 328-C, Wing, Shastri Bhawan, New Delhi.  
Tel: 011-23074361  
Email- [rk.singh68@gov.in](mailto:rk.singh68@gov.in)

The grievance can also be lodged on-line on the following link:-

[www.pgportal.gov.in](http://www.pgportal.gov.in) and  
<http://indiaculture.gov.in>

**Escalation of Grievance**

In case the grievance is not redressed within a period of about one month, the same can be taken up at higher level to the following nodal authority:-

Shri Shravan Kumar  
Joint secretary  
Room No. 323-C, Wing, Shastri Bhawan, New Delhi.  
Tel: 23381396  
Email- [shravan.kumar68@gov.in](mailto:shravan.kumar68@gov.in)