

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:-

Director- in-charge
AR&IT Division,
Ministry of Culture
Shastri Bhawan, New Delhi.
Tel: 011-23074357
Email- arit-culture@gov.in

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

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:-

Joint secretary,
AR&IT
Shastri Bhawan, New Delhi. Tel: 23074357
Email- arit-culture@gov.in