

7. Grievances Redressal Mechanism

Vigilance and Public Grievance Cell in the Ministry of Youth Affairs and Sports works under the overall supervision of the Secretary, Youth Affairs & Sports, for receiving complaints/ suggestions from the public/ individuals/ users and clients on the functioning of the Ministry. There is a Chief Vigilance Officer and a Director to assist the Chief Vigilance Officer in his day-to-day functioning. Each autonomous organization and subordinate offices of the Ministry have their independent Chief Vigilance Officers to deal with Vigilance and Public Grievances.

in addition to the above the following instructions from Date of Public Grievance may please be observed before lodging your Grievance:-

1. You should have exhausted the Departmental remedies for individual grievance.
2. Your grievance should not relate to service matter (other than payment of terminal benefits like gratuity, GPF etc.), a case disposed of at the level of Minister of the concerned Department, commercial contract, a sub-judice case, a case where quasi-judicial procedure and appellate mechanism are prescribed for decision making RT matter, Religious matter.
3. Suggestion of any sort will not be treated as grievance.

Our Staff for Grievance Redressal

- The Joint Secretary (Sports)/Director (Public Grievance) welcomes communication from members of the public and staff aggrieved by any action on the part of any officer of the Ministry of Youth Affairs & Sports or those of its field organizations.
- All grievances pertaining to Ministry can be addressed to Mr. Rakesh Kumar, Deputy Secretary, Public Grievances, Ministry of Youth Affairs and Sports, 102-C Wing, Shastri Bhawan New Delhi (Phone No.011-23387034, Email: rakesh.kumar72@nic.in) Grievances pertaining to Subordinate, Autonomous Organizations may be addressed to the concerned officers.