

# भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण

( पोत परिवहन मंत्रालय, भारत सरकार )

मुख्यालय : ए-13, सेक्टर-1, नोएडा-201 301, (उ० प्र०)

## INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Shipping, Govt. of India)

Head Office : A-13, Sector-1, Noida-201 301 (U.P.)

Website : www.iwai.gov.in | www.iwai.nic.in

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No.IWAI-12035/30/2022-ADMIN RECTT

Dated: 30.08.2022

### OFFICE MEMORANDUM

In accordance with the directive of Ministry of Shipping, Road Transport & Highways, Department of shipping letter no. I-34015/3/2003-O&M dated 21<sup>st</sup> October, 2005 regarding setting up of Internal Grievances Redressal Machinery in each Ministry / Department / Public Sector Undertaking / Autonomous organisation to make Administration more responsive to the needs of the citizens, Col. Harsh Vardhan, Secretary is hereby designated as Grievance Redressal Officer in IWAI in supersession of all earlier orders.

2. The job-chart for the Grievance Redressal Officer is mentioned below: -

- i) The Grievance Redressal Officer will be actively involved in the process of dealing with grievances.
- ii) The Grievance Redressal Officer will be vested with powers to call for files / papers connected with grievances pending for more than three months to take a decision thereon with the approval of the Chairman, IWAI. He may also communicate the final decision to the aggrieved party.
- iii) In the interest of expeditious disposal of grievances, the Grievance Redressal Officer may exercise more frequently the powers vested with him to call for papers / documents of long-pending cases and take decision with the approval of the Chairman, IWAI. Further, the Grievance Redressal Officer may take measures to analyse the grievances received by him with a view to identifying major grievance-prone areas and devising corrective measures so as to reduce the recurrence of such grievances.
- iv) The Grievance Redressal Officer will also look after the grievances relating to pensionary matters.



v) The Grievance Redressal Officer shall report directly to the Chairman, IWAI.

2. This issues with the approval of Chairman, IWAI.

*Ajay Kumar*

(Ajay Kumar)

Assistant Secretary (L&H)

Email Id <ajaykumar.iwai@nic.in>

Phone No: 0120-2474050

To  
Col. Harsh Vardhan  
Secretary,  
IWAI, Noida

**Copy to: - (By E-Mail)**

1. CE & P.M (JMVP)/ Hydrographic Chief/ CAO/ Director (M)/ Director (NER)/ Director (Tr.&L) / Director (Tech.)/ Director (Hy.)/ Director (RE & IT)/ Dy. Secretary (P&C and NINI)/ Assistant Secretary (P&C)/ Assistant Secretary (A&E), IWAI, Noida.
2. Director/ I/c, IWAI, Kolkata/ Guwahati/ Kochi/ Bhubaneswar.
3. Director (I/c), IWAI, Patna/ NINI, Patna.
4. Officer-In-Charge of Sub Offices at Varanasi/ Prayagraj/ Sahibganj/ Farakka/ Swaroopganj/ Vijayawada/ Kollam/ Dhubri/ Dibrugarh.
5. IT Wing, IWAI, Noida – for uploading on IWAI website.
6. Office Copy / Master copy

**Copy for kind information to: - (By E-Mail)**

P.P.S./ P.S./ P.A. to Chairman / Vice Chairman / Member (Finance) / Member (Technical) / Member [Traffic & Logistics (I/c)] / Secretary, IWAI, Noida.

*d/c*

