



# भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण

( पत्तन, पोत परिवहन और जलमार्ग मंत्रालय, भारत सरकार )

मुख्यालय : जलमार्ग भवन, ए-13, सेक्टर-1, नौएडा-201 301, (उ० प्र०)

## INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Ports, Shipping and Waterways, Govt. of India)

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

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IWAI/HQ/Vig./87/2021

Oct 12, 2021

### OFFICE ORDER

The approval of Competent Authority is hereby conveyed that the Officer-in-Charge of all the Regional Offices/ Sub Offices have been designated as Nodal Officer to hold an Open House Meeting (OHM) in their respective offices in the prescribed time slot suitable to them once in a week to resolve the various grievances / complaints from Public and IWAI staff against IWAI activities at the initial stage itself and also to minimize the grievances / complaints being sent by complainants to various Ministries on IWAI works. (Public Notice format for issuing by all the concerned R.O / S.O is attached as Annexure - 1).

2. IWAI, Head Office will hold meeting with all concerned and Officer-in-Charges of all the Regional Offices / Sub Offices once in a month to be taken by Assistant Secretary (Vigilance) and quarterly by the Secretary, IWAI to resolve the grievances / complaints taken up by them.

(Neeraj Singh)

Assistant Secretary (A&R)

E.mail: [nsingh@iwai.gov.in](mailto:nsingh@iwai.gov.in)

Phone No. 0120-2474050

### **To (By email)**

- i. C.E (Tech.) / CE & PM (JMVP) / Hy. Chief / Director (MM) / Director (T&L) / Director (Tech.) / Director (Hy.) / Dy. Secretary (IT)/ AS (Estt.), IWAI, Noida
- ii. Director IWAI, Kolkata / Kochi / Guwahati / Vijayawada
- iii. OIC, IWAI, Patna.
- iv. Sub-Office, IWAI Varanasi / Allahabad / Sahibganj / Farakka / Swaroopganj / Dhubri / Dibrugarh.
- v. PCSA, IT Cell – for uploading on IWAI Website.
- vi. Office Copy / Master Copy

### **Copy for kind information to:- (By email)**

PPS / PS / PA to Chairman (I/C) / Vice Chairman / Member (Finance) / Member (Technical) / Member (Traffic & Logistics) / Secretary, IWAI, Noida

*(To be in English, Hindi/Local language)*

**INLAND WATERWAYS AUTHORITY OF INDIA**

*(Address)*

**PUBLIC NOTICE**

Sub:- Monthly Open House Meeting (OHM) – Reg.

This is to inform that, henceforth, Open House Meetings to hear grievances will be held on the first Wednesday of every month from 2.30 PM to 3.30 PM in the Chamber of -----, Nodal Officer (Room No. and name of office building).

General public and members of staff of IWAI who has any grievance about the functioning of IWAI Office----- can participate in the OHM preferably after sending an advance intimation regarding his/her desire to participate in the OHM and the issue to be discussed.

If the first Wednesday of any month happens to be a closed holiday, the OHM will be held on the subsequent Wednesday.

Sd/-

Name :-

Designation :-

Telephone No:-

Email :-

*(of the Nodal Officer)*

With regards