



भारतीय अन्तर्देशीय जलमार्ग प्राधिकरण

(पोत परिवहन मंत्रालय, भारत सरकार)

मुख्यालय : ए-13, सैक्टर-1, नौएडा-201 301, (उ० प्र०)

INLAND WATERWAYS AUTHORITY OF INDIA

(Ministry of Shipping, Govt. of India)

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No. IWAI/GA/Misc./1/2016

Dated 24th June 2020

OFFICE ORDER

The approval of the Competent Authority is hereby conveyed for processing of the Complaints / Public Grievances as mentioned below:-

1. Public Grievances Officer (P.G.O) would be receiving complaints. On receipt of the complaints either on email / letter, the veracity will be established as per Vigilance Manual (Ed 2017) under para 3.10.5 before initiating any action on the complaints.
2. Once the veracity of the complaints is established then the Complaints / Public Grievances shall be forwarded to the concerned wing heads / R.O's / S.O's for further investigation and report.
3. After the investigation by the concerned wing / R.O's / S.O's, a report along with recommendation for future course of action in this regard shall be submitted to the Vigilance section for initiating necessary action.

P.G.O & Secretary, IWAI will be Competent Authority for approving action for this step. A quarterly review will be done by P.G.C / Secretary, IWAI on action taken.

(Neeraj Singh)

Assistant Secretary (A&R)

Copy to: (By email)

- (i) Chief Engineer (Tech) / Chief Engineer & PM (JMVP) / Hy. Chief / Director (F&A) / Director (M) / Director (Hy&V) / Director (NER) / Director (T&L) / Director (Arth Ganga) / Director (Hy.) / AS (Estt.) / AS (A&R), IWAI, Noida.
- (ii) Director, IWAI, Kolkata / Kochi / Guwahati / Vijayawada (Bhubaneswar)
- (iii) Shri Arvind Kumar, Dy. Director, IWAI, Patna
- (iv) Sub-office – Varanasi / Allahabad / Sahibganj.
- (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 Chairperson / Vice-Chairman / Member (Finance) / Member (Technical) / Member (Traffic & Logistics) / Secretary, IWAI, Noida.