

**B. DEPARTMENT OF ADMINISTRATIVE REFORMS AND
PUBLIC GRIEVANCES
(PRASHASNIK SUDHAR AUR LOK SHIKAYAT VIBHAG).**

1. Administrative Reforms, including e-governance and dissemination of best practices.
2. Organisation and methods.
3. Policy, coordination and monitoring of issues relating to –
 - (a) redress of public grievances in general; and
 - (b) grievances pertaining to Central Government agencies.
4.
 - (a) Research in public management;
 - (b) liaison with State Governments, professional institutions etc. in public management matters.
5. Administration of Central Secretariat Manual of Office Procedure.