

No. 13-06/2013-PG&I  
MINISTRY OF COMMUNICATIONS & IT  
DEPARTMENT OF TELECOM  
(PG UNIT)

20, Ashoka Road,  
1210, Sanchar Bhawan,  
New Delhi-110001.

Dated: 24.06.2013

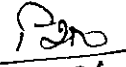
**ORDER**

Vide OM No. 12-7/2013-STG\_I(i) dated 17.05.2013 SAG rank officers have been posted in TERM/NT/PG Units of DOT HQ as well as field offices. A total of seven DDsG have been posted in Public Grievance Units as DDG (PG) at various places in field offices.

Vide OM No. 12-06/2013-STG(i) dated 16.05.2013 JAG rank officer have been posted in TERM/NT/PG units in DOT HQ as well as field offices. A total of 11 officers have been posted at various places in field offices in Public Grievance Units as Director (PG)

Following shall be duties and responsibilities of PG Officers posted in field units:

1. Handling of Public Grievances of all types related with telecom services.  
This will include:
  - a) Complaints in respect of quality of service
  - b) Investigation wherever required
  - c) Analysis of PG cases and measures to be taken for systemic improvement.
2. Arbitration Cases (In those cases in which DDG(PG)/Director(PG) concerned have been appointed Arbitrator by DOT HQ.)
3. Handling Legal Notices
4. Handling Court Cases corresponding to consumer disputes.
5. Handling RTI applications
6. Any other work assigned by DOT HQ from time to time.

  
24-06-2013  
(S.S. SINGH)  
DDG (PG)

To

1. All DDsG (PG)
2. All Directors (PG)