

Nodal officers responsible for taking care of Customer Grievances (North, South, East & West), Right to Information and Department of Administration Reforms and Public Grievances are listed below:

Sl. No.	Function	Designation	Name of Officer
1	Redressal of Customer grievance (North & South)	Nodal Officer	Shweta Sambyal Thakur, AVP
2	Redressal of Customer grievance (West)	Nodal Officer	Prafulla Sharma
3	Redressal of Customer grievance (East)	Nodal Officer	Prafulla Sharma
4	Right to Information	CPIO Officer	Shweta Sambyal Thakur, AVP
5	Right to Information	Appellate Authority-RTI Act	Trina Tejaswini, Head-Legal
6	Department of Administration Reforms and Public Grievances - GOI (DARPG)	Nodal Officer	Shweta Sambyal Thakur, AVP
7	Central Public Grievance Redress and Monitoring System (CPGRAMS)	Nodal Officer	Shweta Sambyal Thakur, AVP