



**Sanjeev K. Sharma**  
Director [NITs]  
Tel. No. 011-2307 0186



सूचना का  
अधिकार

D.O. No. 40-3/2014 TS.III

भारत सरकार  
मानव संसाधन विकास मंत्रालय  
उच्चतर शिक्षा विभाग  
शास्त्री भवन  
नई दिल्ली - 110 115

GOVERNMENT OF INDIA  
MINISTRY OF HUMAN RESOURCE DEVELOPMENT  
DEPARTMENT OF HIGHER EDUCATION  
SHASTRI BHAVAN  
NEW DELHI-110 115  
5<sup>th</sup> February, 2015

Dear Sir/Madam,

Kindly refer to this Ministry's earlier letter dated 7.1.2015 regarding disposal of Online Pending Public Grievances.

2. I would like to submit that as per the directions of the Hon'ble HPM, it has been now decided that every National Institute of Technology should nominate some senior level officers for attending the calls from MHRD and the call from citizens for quick disposal of PUBLIC GRIEVANCES pertains to their Institute. All the Institutes are also directed to displace the name, number [including official mobile number] of the officer concerned on the website of the institute.

3. Further, a complaint web portal should be developed by each of the National Institute Technology, linked with MHRD web portal so that simultaneous monitoring could be done at Ministry level.

4. You are, therefore, requested to take necessary action in the matter for further compliance. This may be treated as "MOST URGENT".

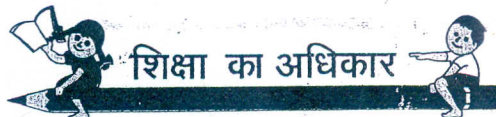
With regards,

*Put up for perusal*

Yours sincerely,

*[Signature]*  
(Sanjeev K. Sharma)  
Director [NITs]

*[Signature]*  
As per list attached



शिक्षा का अधिकार

सर्व शिक्षा अभियान

अब पढ़ें सब बढ़ें

*Action to be taken as discussed. [Signature] 7/2/15*