

How To Fight Corruption and Injustice?

Some Essential Information for Individual Empowerment

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The Purpose

At the outset, we offer this whole exercise of preparing this small pocket book as a homage to our constitution, which has stood the test of time, as a quintessence of democratic practices that existed till its drafting all over the civilized world.

Why this pocket book?

The present introduction is going to be longer than what is usually expected for a small booklet like this. However, there is a need to explain the spirit, the purpose and the methodology adopted in this experiment of direct democracy in self-governance; Otherwise, this pocket-book would be hardly different from a specialized telephone directory.

We have two basic objectives in bringing out this tool to help our citizens: One is to empower the individual over the institutions that surround him/her and which at present make him feel helpless, desperate and humiliated. Secondly, to re-inforce our faith and trust in our democratic institutions by proving that if fully and directly put to use, they can still deliver goods and produce results. These two objectives can be achieved if one has a proper understanding of one's own problem, which has invariably personal as well as collective dimensions attached to it. Similarly, a good understanding of the functioning of our institutions and their spirit, which have in-built checks, balances and separation in the exercise power in order to prevent its abuse is also necessary. The systems have their self-corrective mechanisms too. The inherent virtues of our institutions are in tact, even though, the rules and regulations and the procedures adopted have become archaic, as they were borrowed from the colonial administration, which had a profound distrust of the individual. Our administration needs many reforms of repeal and simplification of rules and regulations. Meanwhile, in order to wade through them, the individual should have, above all, enough of self-esteem, courage and perseverance to obtain the right kind of information in order to solve the problem by himself or herself.

The first objective of empowering the individual over the institutions is like helping him to domesticate a wild horse. It is tough but it is rewarding. The second objective is to convince the rider that the wild horse is worth owning and keeping it in his stable. We have to start with faith in men and women who are operating these mechanisms. By and large, they deserve it.

The citizen can, at the same time, dispense with the dependence on political middlemen and those in power whose quality and integrity, in general, became very poor. They appear more interested in their self-preservation than on serving the citizens by whom they are elected. Similar situations in the past in Egypt, Algeria, Turkey, Thailand, Argentina and in China brought down democracies and encouraged military dictatorships. After 60 years of democratic life, we came back to a stage where the civil society has to re-activate itself, as at the time of independence in order to protect our democracy against the onslaughts of the political class in the country. We have to create conditions capable of attracting efficient managers and social visionaries into public life. Officials' corruption is a minor offence when compared to the betrayal of our constitution by its custodians. This pocket book is a small but concrete contribution towards citizens' self-assertion in these conditions.

We cannot however, pretend that this direct approach by the individual alone is sufficient; but it is a necessary pre-condition to improve our quality of life. The individual's direct action is warranted to remedy the two following unhealthy trends in our contemporary society.

People are desperately in search of counter powers. Why? The institutional power is being used by the politicians and the bureaucrats for their own benefit and in the minds of the public, there is a firm conviction that those who hold power use it for themselves only and not for the common good, not for justice and not for the sake of the deserving. The lesson they draw is, whenever something not to their advantage happens, it means to them that the existing power has

not worked in their favour. Reasoning in that manner, they start exploring other sources of power within the institutions and mostly outside the institutional framework. Usually, they want to buy those in power to get a decision in their favour or use other means of influencing the decision-maker, such as, caste, region or religion. They also pay politicians and hire musclemen to do their job. Others who cannot pay and hire, surrender themselves and establish relations of loyalty and allegiance in order to receive protection. In many mohallas, bastis and poor areas, the local dada or the rowdy is the godfather for them.

Some, very innocently, come to social workers seeking to obtain their support, which according to them should neutralize the power currently acting against them i.e. some kind of counter-power. They want this so-called counter-power also to promise them to do everything to satisfy them, like the politician, without expecting the social worker to think whether what is solicited is in the general interest of the society or whether it is according to the rule of law. Seekers of this counter-power are willing to pay, since they know that the hostile institutional power is working only on the basis of money. In other words, he expects even the social worker to become another political actor and produce results. In both the above-described situations, one thing is very clear. Not many people have faith in the institutions that we have around us, that they could render and that they would render only justice, without being manipulated.

What can we do in such circumstances? We remain, however, resolutely convinced that it is still possible to obtain what is expected of the institutions established under the regime of rule of law and due procedures, rules and regulations. Further, we are optimistic that all is not that bad with the institutions and the operational mechanisms and that they should not be abandoned; on the other hand, we should treat them as rusted tools, which are in need of more use and not less.

As we mentioned earlier, our democratic institutions as they are designed, do have inherently built-in self-correcting mechanisms at all levels. It is in the spirit of Montesquieu's thinking on laws. There are mechanisms of self-correction and also mechanisms of mutual balancing and separation of powers among and in between the institutions, which function as barriers against the arbitrary exercise of power. These precautions are to be conceived since power corrupts and absolute power corrupts absolutely. If there is something wrong to-day with our institutions, it is because we are not maintaining any balancing of our institutions; we are passively allowing them to tilt on the side of active manipulators and vested interests.

Therefore, the firm conviction of those who joined me in the collection of this information is that our institutions have the potential to work correctly even now and that we should activate them by patience, perseverance, civic sense and faith in our democracy. Politics is not a play to be played only by licensed politicians. Civil society activists should see that the political players in the society are playing the game of governance in conformity with the letter and spirit of our constitutional principles.

There are in general two kinds of problems; personal problems and common problems. On the face of it, each problem might look distinct but viewed globally and in the long-term perspectives, very often they are inter-related. Therefore, this pocket book is meant not only for those who have a personal problem and would like to solve it themselves, but also for those who would like to take time out to complain and to solve problems that are related to the misgovernance, wrong functioning and perversion of the institutions. In other words, this is a pocket-book for the social activists also.

Closely related to this is the nature and the purpose of the complaint. Even though, the immediate objective of a complaint, at the first instance, is to find a solution to a personal need, the most important objective, which should not be neglected at all, is to try to rectify the cause of the problem and to correct the person who caused it. If a peon at the MRO's office demands a bribe to hand over a birth certificate and the MRO himself has not done anything about it and when you go to the district collector to complain, what should be the substance of your complaint? You are not asking the Collector to give you the certificate; instead, you are complaining against

the MRO that he is tolerating or encouraging a peon to collect a bribe. So, you want an action by him against the MRO and not against the peon. After this, you go again to the same peon and see whether he still asks for the bribe to give you your certificate. This we can call as double-objective complaint. You are complaining to one authority stating that the authority directly under its supervision has not done its job. Chief Secretary is the ultimate authority in that departmental hierarchy. If you are still not satisfied, then you approach another branch, such as, the police to counter-check. Still unsuccessful, you will approach the Lokayukta, or the Courts or the political representatives or the media till you are successful in obtaining a public apology from the authority and assurance of some disciplinary action on that peon. Such approach alone would prevent the recurrence of such incidents for yourself and for others.

The information we provide in this booklet proposes eight kinds of approaches to find solutions in a progressive and alternative manner for each problem faced by an individual:

- 1) Departmental hierarchical solution on the basis of the citizens' Charters and freedom of Information;
- 2) Departmental internal disciplinary mechanisms, like the vigilance wing;
- 3) External punitive police mechanisms like ACB and CBI;
- 4) Legal Approach and Remedies: Judicial intervention of the tribunals and the courts Lokayukta, Lokpal, Adalats;
- 5) Political approach:
 - a. By the elected representatives, like the Councilor, MLA and M.P who are there primarily to formulate policies and secondarily only to watch the implementation of those policies through the ministers. They include leaders of the Political parties.
 - b. Neutral and supervisory political bodies or institutions: The President, Governor, Speakers, Ethics Committees, Public Accounts committees.
- 6) Independent Administrative, Semi-Judicial and Constitutional authorities, like APERC, TRAI, IARD, CBDT, UPSC, Law Commission, Finance Commission, ECI, CAG;
- 7) Public pressure through the opposition parties, NGOs and the Media;
- 8) Beyond that, there are still direct actions like dharna, satyagraha, civil disobedience and non-cooperation, etc. on which this pocket-book does not deal with but are nonetheless very important for assertion of the self and for personal dignity.

The whole approach looks, on the face of it, as an urban approach and it is rightly so with conviction. It is hoped that it would be emulated by those who live rural context also.

The Method

The present pocket-book provides information in alphabetical order of the issues or problems we face. Thus, it is a problem-oriented information. Each item given carries, under its title, only initial basic information for the first two approaches i.e. information to complain to the

direct administrative authorities, the highest being the departmental secretary and the chief secretary and information to make use of the internal vigilance sections. Usually, one might have to, further, choose other approaches like involving policing departments, seeking legal remedies or political interventions by referring to those titles or issues, just like in a dictionary.

Names:

Though the names of the persons concerned in each department are given, it is to be understood that only very few of them, might be still in that post. But, many might not be altogether changing the department. Being officer of certain level, when our letters or the personal e-mails would reach them, we are sure that they would redirect them to the present incumbent of the post. However, it is better to address the letter by the designation of the post, rather than the person in the post. i.e. to the President/Secretary/ Officer in charge, etc. Usually, the secretaries of various bodies have a much longer duration than the presidents.

Websites:

We have given websites, so that one can obtain the latest changes including the new names and new telephone numbers and e-mail Ids.

E-mail addresses:

They are specially given in order to make their use more prevalent and frequent. They will put both the complainant and the receiving officer in a neutral footing, than letters invariably written in an archaic and feudal language of self-humiliation before the officer. When we send an e-mail, instead of a letter, we are tempted to finish fast and efficiently, without that tools-gathering exercise of searching for clean paper, pen, cover, stamp, gum, etc. during which process the defiance or anger or the sense of civic duty in you will vanish away, as it happens so often to all of us. That is why it is recommended to send an e-mail, immediately, even by going to a cyber café, while returning from that particular office where you are so frustrated or infuriated. In course of time, the officers also would be tempted to reply instantaneously or forward it for further action to the concerned section. It is easier for them to react or to reply to you, without getting the reply drafted by the lower hierarchy and submitted to him later for approval and for signature. Even if you do not have a computer, it will work out cheaper for you to go to a cyber café to send your message than any other traditional means of communication.

Some times, the e-mail addresses given in the booklet are of personal nature and they move along with the person. Here also, we hope that the officer would be kind enough to transfer or 'forward' immediately the mail to his or her successor by e-mail.

Another precaution: Since many of our elderly officials are not comfortable with the computers, they might not be regularly consulting their mail box. So, after sending the e-mail, please telephone to his or her personal assistant inviting him to remind the officer that there is an e-mail for him. Or, in the absence of an e-mail ID, please send a fax and then telephone to the personal assistant to place it on the table of the officer concerned.

Telephones:

Similarly, even if the telephone number has changed from the concerned department, it is hoped that the receiver of the call will give you the correct phone number. Wherever possible, residential telephone numbers are also given, hoping that if they are official quarters, then the call would reach the right person. Some times, we are almost sure that the only telephone number that we have provided is already outdated. Even then, we preferred to give some thing instead of nothing, hoping that some telephone services would offer the new number, if you provide the old number.

Language:

This is a very important issue. The use of appropriate language to express your grievances and complaints should be in harmony with yourself. But, we are taught in our education, we are trained in our families and we are also mentally inclined out of our sense of insecurity that the people in power or in the government are as high as the kings, queens, princes, princess and other

godly personages of the olden times, who, if pleased, could do us favours. Even the blood relations of the officers and the political leaders are also treated by many of us in the same manner. It is more a question of self-confidence and self-respect. Our formal letter writing styles suggest to us that we should call ourselves the humble subjects or slaves of the authorities to whom we are addressing our do-leances and requests. Our language when we speak to them, or our words when we write to them, or our behaviour when we meet them- all of them strictly correspond to the relations that exist between a master and a servant, a benefactor and the beneficiary or an employer and the employee. We write 'applications' and 'petitions', we humbly 'submit' them, we pray the government or the judge's indulgence, and we call them our lordships and worshipfuls. We submit our requests, grievances and we seek favours. The officers are accustomed to feel that they are superior to the common man, even though they are paid by the common man's tax money and that they are there only to serve the citizen.

We do not have many words even in English, let alone in our local languages, to talk to equals in a spirit of democracy, among self-respecting equals in a non-hierarchical manner. In a room if there is only one chair and if a district collector and a village Sarpanch enter that room, naturally, very naturally the collector will occupy the chair and the sarpanch will stand. But, in the true spirit of a democratic world we want to live in, it should be opposite. When will it happen? In this context, we, therefore, advise our readers, at least, not to use a language that inferiorises oneself. Our style should be simple and direct in making the complaint with the names of the office, officer, place, time and the remedy expected, if the rules permit.

Personal visits:

It is advised not to go to the offices physically too frequently, as it would put the sovereign individual in an inferior position automatically, as the hierarchy would impress and influence you. The more the number of assistants you pass through, more you will be impressed by the boss and you will lose your sense of equality. They are usual institutional techniques adopted to domesticate and humiliate the individual.

Further, apart from the psychological aspects, physically it is a challenging task to find the right place where the office is situated, then to find the right officer and the right file. Our offices are not well indicated. Even when you manage to reach that office, the person concerned might not be in his seat and nobody can tell you exactly when he would be available. Even if somebody orally gives you an answer, it could be evasive, imprecise and even wrong. Therefore, it is better to get something in writing, as much as possible.

1. Administrative Tribunals: Government employees can get relief and justice.

A.P:

a. **A.P Administrative Tribunal:** A.P. govt. employees can complain and appeal.

A.P Administrative Tribunal, Purana Haveli, Hyderabad-500 002.

a. Registrar 2457 3934/2770(R) Fax: 2457 4303

b. Deputy Registrar 2452 4556, 2452 3966

b. **Central Administrative Tribunal:** Central govt. employees within A.P. State
Can complain to CAT, Hyderabad. Appeal lies to High Court of A.P

CAT, 5-10-193, 1st floor HACA Bhavan, P.G. Road, Hyderabad-500 004.

E-mail: cat@ap.nic.in

a. Registrar 2324 0049

b. Deputy Registrar 2323 4049

National: For only New Delhi. Faridkot House, Copernicus Marg, New Delhi.

2. **Accounts:** Mismanagement of funds, incorrect accounts, and arbitrary expenditure by Any local state or central governmental body.

• See Comptroller and Auditor General.

3. **Advertising Standards Council of India:** False/dangerous/indecent advertisements.

Bajaj Bhawan, 11th floor, Nariman Point Mumbai- 400 021. #205,

Bombay Market, Post Box no.7939, Tardeo Road, Mumbai-400 034

Ph: 022-2493 6863/ 2493 7066 Fax: 022-2493 6863

4. **Agriculture:** Complaints against mismanagement, irregularities, poor quality of the inputs, Like fertilizers, seeds, agricultural tools; administrative delays, Confusion about the G.O's and Corruption.

A.P.:

a. Commissioner Agriculture: Ph: 2323 2107 Fax: 2323 7545 e-mail: comag@ap.nic.in

b. Irrigation Dept., A.P Secretariat: e-mail: apirrd@ap.nic.in

c. Minister for Agriculture: Sri N. Raghuveera Reddy, Block-J, 7th Floor, Room-702, A.P. Secretariat, Hyderabad Ph: 23451196(O), 23214983(R) 9440289280,9848782001(C) E-mail: min_agr@ap.gov.in

d. Minister for Minor Irrigation: Sri Dr. A. Chandrasekhar, Office Address: Block-J, Floor-8, Room-810, A.P. Secretariat, and Hyderabad Ph: 23453222, 23451217(O) 23305678(R) 9440423555(C) e-mail: min_minirrgn@ap.gov.in

e. Minister for Major Irrigation: Sri Lakshmaiah Ponnala, Block-J, Floor-4, Room-403, A.P. Secretariat, Hyderabad Ph: 23454961, 23459633(O) 23401166(R) 98487832004, 9848737136(C) e-mail: min_majirrgn@ap.gov.in

f. Minister for Animal Husbandry & Dairy Development: Sri Surya Rao Gollapalli Block-B, Floor-1, A.P. Secretariat, and Hyderabad Ph: 23450556(O), 9440177270, 9848051211(C) e-mail: min_ah&d@ap.gov.in

g. Minister for Lift Irrigation, APIDC, Ground Water Development and Rain Shadow Area Development: Sri M. Marappa, Block-D, Floor-2, Room-253, A.P. Secretariat, Hyderabad Ph: 23452339(O) 9848782003(C) e-mail: min_li&gwd@ap.gov.in

National:

h. Nodal officer for Citizens Charter in Agriculture and Cooperation.

Shri.Satish Chander, Joint Secretary (Admn. & PG), Room No-133, Krishi Bhawan, New Delhi. Ph: 011-23382454 Fax: 011-23382357 e-mail: satish@krishi.delhi.nic.in

5. **Agro & Rural Industries:** Complaints against delays, lack of response & corruption.

National:

a. Coir Board and Khadi & Village Industries Commission:

- Shri. A. P. Padhi, Joint Secretary, Udyog Bhawan, Room No-171, New Delhi.

Ph: 011- 23015543 Fax: 011-23010886 e-mail: padhi@ub.nic.in

0Sri. U.S.Sarma, Secretary in-charge, Post Box no. 1752, Coir house, M. G Road,

1Ernakulam, Kochi-682 016, Kerala. Ph: 0484-2372676, 2351 807 Fax: 0484-2370034

2e-mail: coir@md2.vsnl.net.in

- Sri.Bhupal Singh, Director (ECR), Gramodyaya, Irla road, Virle Parle (West), Mumbai-056
Ph: 022-26715988 Fax: 022-26715988 e-mail: bhupalsingh@kvic.go.in
- b. Chemicals & Petro-Chemicals:
Sri. Ashok Chawla, Joint Secretary, Dept. of Chemicals and Petro-Chemicals, A wing, Shastri Bhawan, New Delhi-01 Ph: 2338 5131 Fax: 2338 2294 e-mail: jspc.cpc@sb.nic.in
- c. Fertilisers: Sri. B.K. Sinha, Joint Secretary (Admin. & Vigilance) 111-B wing, 1st floor, Shastri Bhawan, New Delhi-1 Ph: 23388481 Fax: 23386222 e-mail: blkumar@hub.nic.in

6. **Air Ports, Airlines:** Complaints against mismanagement and corruption. Problems with Taxis, autos, etc. Delays and insufficient information about the delays. Problems in the Construction of the international airport, land disputes, etc. Also security, air-traffic delays, Customs and immigration issues.

A.P:

- a. Hyderabad Airport Development Limited:
Managing Director: Grandhi Kiran Kumar. Secretariat, yet to be installed.
- b. National Airport Authority, Complaint cell, Nadergul Air Field, Nagarjuna Sagar Rd, Hyderabad-70 Ph: 2402 1504
 - i) Duty Manager: 2790 5469
 - ii) Cargo Duty Manager: 2776 3153
 - iii) Duty Manager (Bookings): 2323 4979

National:

- c. Director of Grievances: Complicity of the airport officials in carrying out illegal activities in the airport.
Sri. Anurag Goel, Joint Secretary, Rajiv Gandhi Bhawan, Room No.- 272, B-Block, Safdarjung Air Port, New Delhi-110003 Ph: 011-2461 0357 Fax: 2462 8218 e-mail: sssandhus@hotmail.com
- d. Chief Vigilance Officer, Airport Authority of India Operational Complex, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi-110 003
- e. Chief Vigilance Officer, Air India: Manipulations of the officials in complicity with the travel agents in reservations, ticketing, etc.
Air India Building, Mumbai-400 021.
- f. Chief Vigilance Officer, Indian Airlines Ltd., Reservation Building, 1st Floor, Safdarjung
Air Port, New Delhi-03
- g. Nodal officer for Citizen's Charter: Air India:
Sri.R.K.Singh, Director, Room No-58, B-Block, Rajiv Gandhi Bhawan, Safdarjung Air Port, New Delhi-03 Ph:24610386 Fax:24621785 e-mail: rksingh100@hotmail.com

7. **Anganwadis:** • See Commissioner and Principal Secretary of Women and Child Welfare Department.

8. **Anti-Corruption Bureau:** • See Corruption & Vigilance.

9. **Appellate Tribunal for Forfeited Property:** Non-judicial forfeitures could be brought to their attention. Biased execution of the seizure orders.

Director of Grievances:

Sri. K.L.Vohra, Registrar, 4th floor, Lok Nayak Bhawan, Khan Market, New Delhi.

Ph: 011- 2461 5488 Fax:011-2460 3309 e-mail: kundanhvohra@yahoo.com

10. **Banks, N.F.B.Cs and other financial institutions:** In case of complaints about Banking services – false promises, delays, internal rules and regulations, corruption and Losses to the account holder.

A.P:

- a. **Banking Ombudsman for Andhra Pradesh:** If a bank rejects the complaint, or the complainant does not receive any reply within a month or the complainant is not satisfied with the reply given by the bank. There is a prescribed form to lodge a complaint. One can complain against all commercial banks, regional rural banks and scheduled primary cooperative banks. S/He works through a process of conciliation, mediation and arbitration.
5th floor, Main office Bldg, RBI, Saifabad, Hyderabad-04. Ph: 2321 0013/14, 2324 3970 Website: www.rbi.org.in
- b. **Reserve Bank of India, Department of Banking Supervision, 6-1-56 Secretariat Road, Saifabad, Hyderabad-04 e-mail: rdhyderabad@rbi.org.in / helphyderabad@rbi.org.in**
Chief General Manager: Deepali Panth Joshi. 98490 22319
Ph: 2323 4875/7983–15 lines Fax: 2324 4559
- c. **Minister for Finance:** e-mail: min_fin@ap.gov.in

National:

- d. **RBI, 'The Arcade', World Trade Centre, Cuffe Parade, Mumbai-400 005.**
Ph: 2218 9131/2526 Website: www.rbi.org.in

A. Nodal Officers for Reserve Bank of India:

- a. **Exchange Control Department Bank Accounts:**
Shri. Deepak Kumar, Deputy General Manager, Reserve Bank of India, Central Office, Central office building, 10th Floor, Fort, Mumbai-400001. Ph:022-2266 0791
Fax: 022-2266 5330 e-mail: rbecdpcd@bol.net.in
- b. **Department of Government & Bank Accounts:**
Shri.L.M.Kamble, Dy.General Manager, Division of Bank Accounts, Central Office, Main Building, 2nd Floor, Shaheed Bhagat Singh Marg, Fort, Mumbai-400001.
Ph: 022-2266 0733 Fax:022-2265 9624 e-mail: imkamble@rbi.org.in
- c. **Exchange Facilities:**
Shri. M.C.Jadhav, Dy.General Manager, Department of Currency Management, Central Office Building, 21st Floor, Shaheed Bhagat Singh Marg, Fort, Mumbai-01.
Ph:022-22695304 Fax:022-22662442 e-mail:jadhavmc@rbi.org.in
- d. **Secretary, Banking, Ministry of Finance, Department of Economic Affairs,**
Banking Division, Room no.2B, Jeevandeep buildings, Parliament street,
New Delhi-110 001.

- B. Nodal Officers of various Public Sector Banks:** These nodal officers can follow your specific cases and see whether the Agency has fulfilled its declared commitments in the Citizen's Charter in terms of the procedures, time frame, response, responsibilities, etc.

- a. **Allahabad Bank:**

Shri.Prabir Moulik, General Manager(SPD,CA & Board Secretariat), H.O.2,
Netaji Subhas Road, Kolkata-700 001. Ph:033-2242 0994 Fax:033-2242 0926

- e-mail: gmspd@allahabadbank.co.in , albgmspd@vsnl.net
- b. Andhra Bank:
Shri.P.Sree Rama Raju, Asst. General Manager, Customer Service Department, Head Office, 5-9-11, Dr.Pattabhi Bhawan, Saifabad, Hyderabad-500 004. Ph:040-2321 0907, 2321 0907, 2323 4313, 2323 0001 Extn.: 2541 Toll Free: 1600334060
Fax: 040-2323 4583 e-mail:corp@andhrabank.co.in
- c. Bank of Baroda:
Shri.K.K.Agarwal, General Manager (Operations, Services & Planning),
H.O. Suraj Plaza-I, 6th Floor, Maganwadi, Sayajiganj, Baroda-390 005.
Ph: 0265-2363 001, 2361 852 Fax: 0265-2362 914 e-mail:
m.ops.ho@bankofbaroda.com
- d. Bank of India:
Shri.K.Ramakrishnan, General Manager, Star House, C-5, 'G' Block, 2nd Floor,
Bandra-Kurla Complex, Bandra(East), Mumbai-400 051. Ph:022-5668 4675
Fax: 022- 5668 4503 e-mail: boimop@vsnl.net
- e. Bank of Maharashtra:
Shri.K.Partha Sarathy, General Manager (Planning), 'Lokmangal', 1501, Shivaji Nagar,
Pune-411 005 Ph:020-5530 771, 5536 682 Fax: 020-5537 015
e-mail: bomcopln@mahabank.co.in / bomcopla@vsnl.com
- f. Canara Bank:
Shri.K.Manickam, Divisional Manager, Planning & Development Wing, Head Office,
112, J.C.Road, Bangalore-560 002. Ph: 080-2223 162 Fax: 080-2128 212
e-mail: manickamk@canarabank.co.in
- g. Central Bank of India:
Shri.S.B.Sinha, Assistant General Manager(OPR), NCL Building, 5th Floor, Plot No.6,
Block 'E', Bandra Kurla Complex, Bandra (E), Mumbai-400 051. Ph:022-2659 1376/83,
2659 2388, (Extn: 137) Fax: 022-2659 0207 e-mail: oprndept@bol.net.in
- h. Corporation Bank:
Shri.M.V.Nair, General Manager, Head Office, P.B. No.88, Pandesh Mangladevi
Temple Road, Mangalore-575 001. Ph:0824-2423 552 Fax: 0824-2444 617
e-mail: mvnair@corpbank.co.in
- i. Dena Bank:
Shri.Arun Ranganath Kulkarni, Senior Manager (Customer Service),
Customer Service Cell, 10th Floor, Makers Towers, 'E' Wing, Cuffe Parade,
Mumbai-400 005. Ph: 022-2216 1215 Fax: 022-2215 5775 e-mail: csc@denabank.co.in
- j. Indian Bank:
Shri.V.Srinivasan, General Manager(IMC), 66, Rajaji Salai, Chennai-600 001.
Ph: 044-2523 1279 Fax: 044-2523 1278 e-mail: srinivasan@indian-bank.com
- k. Indian Overseas Bank:
Shri.S.S.Sharma, General Manager, Customer Service Department, Central Office, 763,
Anna Salai, Chennai-600002. Ph: 044-2841 5703 Fax:044-2852 4001
e-mail: sssharma@iobnet.co.in
- l. Oriental Bank of Commerce:
Shri.S.V.Taneja, Chief Manager (P&D), Head Office, Harsha Bhawan, E-block,
Connaught Place, New Delhi-110 001. Ph: 011-2341 6244/8786
Fax: 011-2431 6244 e-mail: pnd@obc.co.in
- m. Punjab National Bank:
Shri B.C.Nigam, Dy. General Manager, Inspection Control Division, 2nd Floor,
Rajendra Bhawan, Rajendra Place, New Delhi-110 008. Ph: 011-2574 4297
Fax: 011-2574 4151 e-mail: inspctrl@bol.net.in

- n. Punjab & Sind Bank:
Shri.G.S.Vedi, Deputy General Manager, Head Office, (Plg. & Dev. Department), 21, Ranjendra Place, New Delhi-110 008 Ph: 011-2576 5886,2572 3569 Fax:011-2572 3569 e-mail: hopd@psb.co.in
- o. State Bank of Bikaner & Jaipur:
Shri.K.K.Chattopadhyay, General Manager (Operations), H.O. Tilak Marg, Jaipur. Ph:0141-5101 540 Fax: 0141-2380990
- p. State Bank of Hyderabad:
Shri. K.S. Chandhrashekar, Deputy General Manager, H.O. Gunfoundry, Hyderabad-01 Ph: 040-2338 7783 e-mail: sbhrrb@sbhyd.co.in
- q. State Bank of India:
Dr. S.S.Kohli, General Manager (Customer Service), Customer Service Department, 8th Floor, State Bank Bhawan, Madame Cama Road, Mumbai-021. Ph:022-2202 9456/51 Fax: 022-2288 5369 e-mail: gmcusts@sbi.co.in
- r. State Bank of Indore:
Shri. A.A.Kidwai, General Manager (P&D), Head Office, 5, Yeshwant Niwas Road, Indore.(M.P) Ph:0731-2547 730, 2433 766 Fax: 0731-2539 670 e-mail: indorebk@sancharnet.in
- s. State Bank of Mysore:
Shri. G.V.Subbanna, Chief Manager, P&S Banking Department, 6th Floor, K.G. Road, Bangalore-560009. Ph: 080-2353 467 Fax: 080-2283 684 e-mail: sbmps@vsnl.net
- t. State Bank of Patiala:
Shri. J.R.Devagan, General Manager (Operations), Head Office, The Mall, Patiala-147 001 Ph: 0175-2215 078 Fax: 0175-2213 266 e-mail: cppat@sancharnet.in , cppat@sbp.co.in
- u. State Bank of Saurashtra:
Shri. M.Sudhir, Deputy General Manager (Personal & H.R.D), Head Office, Nilambaug Chowk, Bhavnagar-02, Gujarat Phone & Fax: 0278-2421 071 e-mail: personnel@sbs.co.in
- v. State Bank of Travancore:
Smt. Jameela Prakasam, Assistant General Manager (Compliance), Head Office, Poojapurra, Trivandrum-695 012. Ph: 0471-2358 050 Fax: 0471-2351 063 e-mail: compliance@sbt.co.in
- w. Syndicate Bank:
Shri.R.Chandrasekar, G.M, Corporate Office, Syndicate Bank Bldg., 2nd Cross, Gandhinagar, Bangalore-560 009. Ph: 080-2261 832, 2201 903(O) 98441 750573(C) Fax: 080-2208 960 e-mail: rchandrasekhar@syndicatebank.net
- x. UCO Bank:
Shri.C.R.Gosh, General Manager(Planning & Dev. IT & Risk Management), 16A, BTM Sarani, Kolkata-700 001. Ph: 033-2215 5735 Fax: 033-2221 5884 e-mail: hopdev.calcutta@ucobank.co.in
- y. Union Bank of India:
Shri.B.L.Javeri, General Manager (Planning & Support Services Department) Central Office, 239, Vidhan Bhawan Marg, Nariman Point, Mumbai-400 021. Ph: 022-2282 9392 Fax: 022-2204 3318 e-mail: javeri@unionbankofindia.com
- z. United Bank of India:
Shri.Mrinal Baishya, General Manager (Planning, Development & Prisec), 16, Hemantu Basu Sarani (Old Court House Street), Kolkata-700001. Ph: 033-2248 0499 Fax: 033-22485852 e-mail: ubigmpd@vsnl.net
- aa. UTI Bank: (Ask for Vigilance Officer)

-Shri. P.J.Nayak (Chairman & M.D), Central Office (UTI Bank), 131, Maker Tower-F, Cuffe Parade, Colaba, Mumbai-400 005. Ph:022-2218 9106 to 09
Fax: 022-2218 6944/2218 1429

-Zonal Manager, UTI Bank Ltd., 82, RK-7, Mailapur, Chennai. (Control Office)

bb. Vijaya Bank:

Mrs. Prabha S.Prasad, G.M(Vigilance & Inspection), Head Office, 41/2, M.G.Road, Bangalore-560001 Ph:080-5588 852 Fax:080-5584 793
e-mail: gmvigilance@vijayabank.co.in

C. Grievances:

- a. Chief Vigilance Officer (C.V.O), Pattabhi bhawan, Andhra Bank, 5-9-11, Secretariat road, Saifabad, Hyderabad-04
- b. C.V.O State Bank of Hyderabad, H.O., Gunfoundary, Hyderabad-177
- c. C.V.O, Bank of India, Express Towers, 14th Floor, H.O. Nariman Point
0 Mumbai-400 038
- d. C.V.O, National Bank for Agriculture and Rural Development (NABARD)
Sterling Center, Shiva Sagar Estate, Dr.Annie Basant Road, Worli,
Mumbai-400 018
- e. Department of Company Affairs:
Shri.A.K.Kapoor, Advisor, Bikaner House Hutment, New Delhi-11 Ph: 011-2336 8003
e-mail: ipcz.dca@sb.nic.in
- f. Department of Economic Affairs(Main):
Shri. Navin Kumar, Joint Secretary(CC, Admn & EEG), North Block,Room No.36- B,
New Delhi-01. Ph: 011-2309 2881 Fax:011-2309 4048 e-mail:jseecl@finance.nic.in
- g. Banking Division:
Shri. Shekar Aggarwal, Joint Secretary(Banking), Jeevan Deep Building, 3rd floor,
sansad marg, New Delhi-01. Ph:011-2334 2287 Fax:011-2374 2207
e-mail: jsecps@hotmail.com

11. Builders, Promoters & Estate Dealers: To make sure that the builder belongs to professional organisation and also to obtain technical information for cross checking what your builder claims, contact:

- a. Builders Forum, 3-6-432, 2nd floor, Velama House, Himayatnagar, Hyderabad-29
Ph: 2763 1515/2374 3017
- b. A.P. Builders Association Ph: 2756 2868/2781 3390

12. Bureau of Indian Standards: Complaints on imported products, Hallmarks, purity of jewelry, helmets, etc. and whether a product is original or not will be determined by them.

A.P:

5-8-56/c, .L.N. Gupta Marg, Station Road, Namapally, Hyderabad- 500 001
Ph: 2320 1052/2320 1084/ 1083/ 1768. Fax: 2320 1241
e-mail: bishbo@hd2.dot.net.in Website: bis.org.net.in

National:

- a. BIS, Central Marks Department-1, Manak Bhawan, 9 Bhadur Shah Zafar Marg,
New Delhi-110 002. Fax: 011-23239842/23221535 Ph:011-23231106/23215951
e-mail: bismsd@vsnl.net
- b. Chief Vigilance Officer: For complaints against BIS officers. Same address as in
item no. a.

➤ See also: Quality

13. Cantonment Board-Secunderabad: Negligence, irregularities, illegal constructions and lack of civic amenities.

a. Secunderabad Court Compound, S.P. Road, Hyderabad-500 003 Fax: 2780 8521
Ph: 2780 5610

b. > See Defence Affairs.

14. Central Bureau of Investigation (CBI): • See Corruption and Vigilance

15. Excise & Customs : On all malpractices in tax collection. Functioning of wine and toddy shops and their impact on the neighbourhood; their monthly payments to the officials.

A.P.:

a. Kendriya Shulk Bhavan, Basheer Bagh, Hyderabad-500 004.

Chief Commissioner Ph:2329 6557 Fax: 2323 0974

b. Directorate General of Anti Evasion (Central Excise), P-90, 3-6-69/13/B/1, Avantinagar, Basheer Bagh, Hyderabad-500 004

Deputy Director

Ph: 2322 8598 Fax: 2322 8598

Senior Intelligence Officers

Ph: 2322 7384

National:

c. Central Board of Excise and Customs (CVO)

Directorate general of Vigilance: Customs and Central Excise,
2nd Floor, C.R. Building, I.P. Estate, New Delhi-110 002.

d. Nodal Officer for Citizen Charter:

Shri.S.K.S.Somvanshi, Commissioner, Directorate of Publicity & Public Relations,
Customs & Central Excise, I.P Estate, New Delhi-110002.

Ph:011-23379331, 23370883 Fax:011-23370744 e-mail: dteppr@excise.nic.in

e. Director of Grievances (Central Board of Excise and Customs) :

Shri. Saurab Chandra, Jt. Secretary (Admn), North Block, Room no-155-G,
New Delhi-01 Ph. & Fax: 011-2309 2262

17 ? Public Works: Complaints against all engineering works like roads, bridges, buildings, tampering of the tender procedures.

A.P.

Principal Secretary, R & B: A.P. Secretariat, Hyderabad.

> See Tenders

National:

a. Central Vigilance Officer, Nirman Bhawan, New Delhi-110 011

b. C.V.O Housing & Urban Development Corporation Limited, HUDCO House,
Lodhi Road, New Delhi.-110 003

18 Chemicals & Fertilizers: Complicity of the officials with the private manufacturers for

the sale of dangerous chemicals, health hazards. Ineffective fertilizers. Spurious drugs.

Director of Grievances:

- Dept of Chemicals & Petrochemicals: Shri. Ashok Chawla, Jt. Secretary,

'A' Wing, Shastri Bhawan, New Delhi Ph:011-23385131 Fax:011-23382294

e-mail: jspc.cpc@sb.nic.in / chawla@nic.in

- Dept of Fertilizers: Shri. Balvinder Kumar, Jt. Secretary, (Admn. & Vig.),
111-B wing, Shastri Bhawan, 1st floor, New Delhi-01 Ph:011-23388481 Fax:011-23386222 e-mail: blkumar@hub.nic.in

19 Chief Minister of A.P.: Ultimate political authority to hear all complaints against the ministers and all administrative departments in A.P.

Dr.Y.S. Rajasekhara Reddy, Block-C, Room-404, A.P State

Secretariat, Hyderabad-500 022 Ph: 23456698, 23455205, (O) 23608010,23546195 (R)

9440282788(C) Fax: 23454828, 2354 7824 e-mail: cmap@ap.gov.in; cmap@ap.nic.in;

cmpilot@ap.nic.in; cmdirect@ap.nic.in PRO-2345 1805/2345 5773

Asst Secretary, Cell for Electronic Correspondence, A.P Secretariat e-mail: apsect@ap.nic.in

Sri. Lav Agarwal, DS to Chief Minister e-mail: lavagarwal@hotmail.com

20 Chief Secretary of A.P: Ultimate administrative authority on complaints against all departments under the government of A.P. If you are not satisfied with response of any departmental CVO or the chief, then the final administrative relief should be sought from him, before seeking political or legal solutions.

State Secretariat, Hyderabad-500 022. Ph: 2345 2620/2345 5340

Fax:2345 3700 e-mail: csap@ap.nic.in ; apsect@ap.nic.in

Private Secretary to Chief Secretary: ps2cs@ap.nic.in

21. Chit-funds: To Complain against malpractices of the Chit fund companies.

Sri. Lal Rosem, Inspector- General, Registration and Stamps, NBK Estate, Golkonda Chowrastha, Musheerabad, Hyderabad- 500 048 Ph:2763 7664/66(O) 23413051(R)

e-mail: apigrs@ap.nic.in

> See also Banks & NFBCs

22. **Citizens Charters:** Information about all citizens' charters and the Nodal officers appointed to

watch over their implementation and to serve the public in a more transparent manner.

Before lodging any complaint, first ask where the Citizens's Charter is shown in the office.

Often, this Charter gives concrete proof for your complaint.

www.goicharters.nic.in

> See on each issue concerned department.

23. **Civil Supplies:** Ration shops, government controlled supply or pricing of essential products.

Joint Inspection teams for irregularities by Ration shops, Licensed food grain dealers, Bogus cards, Petrol pumps, Gas agencies.

A.P:

a. Chief Rationing Officer: II Floor, Gaganvihar, Mokamjahi road, Nampally, Hyderabad-01
e-mail: apadproc@ap.nic.in

b. Inspector General 2461 1932, 2461 2559

c. Inspector Team – I&II (Flying Squad) 2461 1935

d. In Hyderabad, Deputy Director 2331 0372/2332 5430

e. Commissioner of Civil Supplies:

e-mail: apccs@ap.nic.in; apciv@ap.nic.in; apdcs@ap.nic.in

f. Minister for Food, Civil Supplies, Consumer Affairs: Sri Dr. G. Vijayarama Rao, Block-D, Room-120, A.P. Secretariat, Hyderabad Ph: 23453242(O), 9849169891(C)

e-mail: min_food@ap.gov.in

National: To complain against malpractices around the food stocks, procurement, wastages etc.
g. C.V.O., Food Corporation of India, 16-20, Barakhamba Lane, New Delhi-110001

24. Coal, Mines and Geology:

A.P:

Minister for Mines and Geology: Smt P. Sabitha Reddy, Block-J, Floor-6, Room-603,
A.P Secretariat, Hyderabad-500022 Ph:23450579(O) 23756597(R) 984033090(C)
e-mail: min_mines@ap.gov.in

National:

0Dept. of Coal:

Shri. Sanjay Bahadur, Dy. Secretary, 5th floor, Lok Nayak Bhawan, New Delhi-03
Ph: 011-24693225 Fax:011-24693225 e-mail: dsoriw.moc@sb.nic.in

1D

Dept. of Mines:

Shri. S.P.Gupta, Jt. Secretary (PG), Room No.322, 'A' Wing, Shastri Bhawan,
New Delhi-01 Ph: 011-23384886 Fax:011-23388487

25. Colleges & Universities, recognized by the U.G.C: Complaints against irregularities in the functioning and on the low quality of education.

A.P:

- a. Regional Inspecting Officer (Twin Cities), Gunfoundry, Hyderabad Ph: 2323 6433
- b. A.P. State Council for Higher Education, Saifabad, Hyderabad-04
Chairman: 2324 2237/8/9 Fax: 040-2321 1004
- c. Board of Intermediate Education: Quality of education, work of the lecturers.
Opp. Latha Talkies, Nampally, Hyderabad-01
- d. Commissioner & Secretary: Sri. Shashank Goel Ph: 2473 2046/2475/ 2460 1284/85,
2456 6915. Fax: 040-2465 5927/2473 2101. e-mail: [secy_bie@ap.gov.in/](mailto:secy_bie@ap.gov.in)
- e. Controller of Examinations: Srimati. N. Prabhavati: Ph: 2473 2369 (O). 2454 6430 ®
Fax: 2473 5928. e-mail: coe_bie@ap.gov.in/ bieap@sancharnet.in
- f. State Board of Technical Education & Training: Complaints against all polytechnic colleges, lack of equipment and irregular functioning.
Boorgula Rama Krishna Bhawan, Tank und, Hyderabad.
Ph: 2322 3706,2322 1707,2322 1511 e-mail: sbtethyd@ap.nic.in
- g. Sri. Dr. K.Lakshminarayana, Director, Collegiate Education, Govt. of A.P, Hyderabad.
Ph: 2461 5576, 2474 5021(O) Fax: 2460 2285 e-mail: collegiateeducation@yahoo.co.in;
klnarayana@ap.gov.in
- h. Sri. G. Sudhir, Secretary to Govt., Dept. of Edn. (Higher Education), Govt. of A.P,
Hyderabad. Ph: 2345 1424/2345 7193 (O) 2454 9897(R) Fax: 2345 4576.
e-mail: prisecy_he_edn@ap.gov.in
- i. Sri. R. P. Watal, Secretary to Govt. (Institutional Finance), Finance Dept., Govt. of
A.P, Hyderabad. Ph: 2345 3027(O) 2335 0362(R)
- j. Minister for Higher Education: Sri Pinnamaneni Venkateswara Rao, Block-K, Room-237,
A.P. Secretariat, Hyderabad Ph:23457144,23450278(O) 23376562(R)
9848782006, 9848122199(C) e-mail: min_he@ap.gov.in
- k. Minister for Technical Education & Industrial Training Institutes: Sri N. Narasimha Reddy,
Block-J, Floor-2, A.P Secretariat, Hyderabad Ph: 23454238(O) 27555373(R)
9849030936(C)
e-mail: min_techedn&indtrg@ap.gov.in .
- l. Osmania University: Fax:91-40-27099020 www.osmaniauniversity.ac.in
- Chancellor: Sri. Susheel Kumar Shindey (☛ See Governor)
- Vice-Chancellor: Ph: 040-2709 8048 (O) Fax(O):040-2709 8003

- 27682364 (OU) 2709 8088, 2768 2221 (R) Fax(R): 2709 8704 e-mail: vc@osmania.ac.in
- Registrar: Prof. M. Mutha Reddy Ph: 2709 8043(O) Fax:040-2709 0020 2715 2361(R)
 - Dean, Student Affairs: Prof. B. Shanker Ph: 2709 8385(O) 2768 2250(OU)27200373(R).
- m. University Grants Commission: Southern Regional Office: 5-9-194 C.A.L. Hyderabad.
Dr. S. Jelani Ph: 2320 4735. Fax:2320 4734 (O) 2709 0316 ®

National:

- a. National Assessment and Accreditation Council (NAAC),2/4,Dr Raj Kumar Road,PO-Box no 1075, Rajaji Nagar, Bangalore-560 010 Ph:080-23124045, 2312 4048/49 Fax: 080-2312 4047 e-mail: naac@plr.vsnl.net.in Website: www.naac-india.com
- b. Director of Grievances:
Department of Elementary Education and Literacy & Department of Secondary Education and Higher Education: Shri. C. Balakrishnan, Jt. Secretary(PG), Shastri Bhawan, 'C' Wing, Room No.111, New Delhi-01 Ph: 011-23381096 Fax:011-23381096 e-mail: cbalakrishnan.edu@sb.nic.in
- c. All-India Council of Technical Education: Complaints against malfunctioning of engineering and other technical private or public teaching institutions.
- d Association of Indian universities: CVO, 16, Kotla Road, New Delhi-110002

26. Commerce and Industry: Tax evasion, adulteration, governmental concessions for industries, arbitrary behaviour of the inspectors and corruption, quality of the products.

A.P:

Minister for Major Industries, Commerce and Export Promotion:
Sri Satyanarayana Botcha, Block-D, Room-344, A.P Secretariat, Hyderabad-500022
Ph:23455976/0004(O) 9440192799, 9848192929(C) e-mail: min_inde@ap.gov.in

National:

- Dept. of Industrial Policy and Promotion:
Shri. S.P.Maurya, Director, Room No-258, Udhog Bhawan, New Delhi-110 011.
Ph: 011- 23015151 Fax: 011-23012626 e-mail: spmaurya@ub.nic.in
- Directorate General of Supply & Disposals:
Shri. B.B.Rai, Addl. Director General(QA), Jeevan tara Bhawan,5, Parliament Street, New Delhi-01 Ph:011-23742225 Fax:011-23340497, 23345536 e-mail: dgsd@dgsd.delhi.nic.in
- National Test House:
Shri. Nirmal Chandra Das, Scientist SC(Mech.), (HQS), Block-cp, Sector V, Salt Lake City, Kolkata-700091 Ph: 033-23673869 Fax:033-23673869 e-mail: dgnt@w.nic.in
- Office of the Chief Controller of Accounts (Supply):
Shri.D.D.Deshpande, Sr.Accounts Officer, 16-A, Akbar Road, Hutments, New Delhi.
Ph: 011-23384586 Fax: 011-23384957 e-mail: ccados@nde.vsnl.net.in
- Dept. of Commerce:
Shri.M.V.P.C.Sastry, Jt. Secretary, Room No-233, Udyog Bhawan, New Delhi.
Ph:011-23012526 Fax:011-23012526 e-mail: mvpcs@ub.nic.in
- Export Credit Guarantee Corporation of India Ltd.:
Mrs. Geetha Muralidhar, G.M, 2nd floor, Dalamal House, Jamnalal Bajaj Marg, Nariman Point, Mumbai-400020. Ph:022-22874710, 22837462 Fax:022-22835994, 22829968 e-mail: geetha.muralidhar@ecgindia.com; marketing@ecgindia.com
- Dept. of Industrial Policy & Promotion: (Director of Grievances)
Shri. S.Jagadeesan, Jt. Secretary, Udyog Bhawan, Room No-162-B, New Delhi-011.
Ph:011-23012750 Fax: 011-23013655 e-mail: sjagadeesan@ub.nic.in
- Director General of Foreign Trade:
Shri. S.K.Sinha, Addl. Director General, Office of Directorate General of Foreign Trade,

Room No. 113, Udyog Bhawan, New Delhi-011. Ph: 011-23014990

Fax: 011-2301 8613 e-mail: sksinha@ub.nic.in

- Ministry of Disinvestment:

Shri. P.V.Bhide, Jt. Secretary, CGO Complex, Block 11 (2nd Floor), New Delhi.

Ph: 011-2436 8044 Fax: 011-2436 6524 e-mail: Pvhide@nic.in

- Ministry of Heavy Industries and Public Enterprises:

0 a. Dept. of Heavy Industries:

Shri. Ajay Acharya, Jt. Secretary, Udyog Bhawan, Room No-174, New Delhi-011.

Ph: 011- 2301 4740 Fax:011-2301 4733 e-mail: dhijs1@hub.nic.in

1 b. Dept. of Public Enterprises:

Shri.B.D.Virdi, Director (PG), Room No-308, Block 14, CGO complex, Lodi road,

New Delhi-03. Ph: 011-2436 2770 Fax: 011-2436 2613 e-mail: virdibd@yahoo.com

- Ministry of Steel:

Shri. J.P Singh, Jt. Secretary, Room No-193-A, Udyog Bhawan, New Delhi-011.

Ph:011-2301 4097 Fax: 011- 2301 3415 e-mail: jps@ub.nic.in

- Ministry of Shipping:

Shri.R.K.Jain, Jt. Secretary (Ports & Admn), Room No-411, Parivahan Bhawan, Sansad

Marg, New Delhi-01 Ph:011- 2371 1873 Fax:011-2332 8549 e-mail: jsp@hub.nic.in

> See also: Quality

27. Commercial Taxes: Fraudulent trade practices by the traders and corruption by the staff, not giving invoices and black money.

A.P: Sri. Venkataramani Bhaskar , Commissioner

a Additional Commercial Tax Building M.K.Jahi Road, Hyderabad-01

(General) C.C.Ts. Office

2460 2171

b. Joint commissioner (Enforcement)

2474 0841

c. Assistant commissioner (Intelligence)

2754 3780

Dist. Office, Secunderabad

d. Minister for Commercial Taxes: Sri Ramakrishna Konathala, Block-D, Floor-2, A.P

Secretariat, Hyderabad Ph:23454063/3894 (O) 9849048999(C)

e-mail: min_ct@ap.gov.in

National:

e. C.V.O, Central Board of Direct Taxes, 1st floor, DayalSingh Public Library Building,1, Deen Dayal Upadhaya Marg, New Delhi-110 002

f. Director of Grievances: Central Board of Direct Taxes

Shri.Upamanyu Basu, Director(Hqrs), CBDT, Room no-155-B, North Block, New Delhi

Phone & Fax: 011-23092837 e-mail: dirhqrs@finance.delhi.nic.in

28. Commissioner of Municipal Administration: All complaints against bad functioning of the Municipalities, non-implementation of the citizens' charters.

Dr. Vijay Kumar, Commissioner of Municipal Administration, BRK Complex,

Tank Bund, Hyderabad Ph: 040-2322 1569(O) 23755850(R)

e-mail: c&dma@ap.gov.in; apbccfc@hotmail.com

29. Communications, Information, postal Services:

National:

- Dept of Telecommunications:
 - a. Nodal Officer:-Mrs. Rajni Taneja, DDG(PG), Room No-1103, Sanchar Bhawan,20, Ashoka Road, New Delhi-01. Ph:011-23372131, 23036576, 23372605 Fax:011-23372605 e-mail: ddgpg@sancharnet.in
 - b. Director of Grievances: - Shri. Rajiv Gupta, Dy. Director General(PG), room no-603, Sanchar Bhawan, Ashok road, New Delhi-01 Ph: 011-23372131, 23036576 Fax: 011-23372605 e-mail: ddgpg@sancharnet.in
- Dept. of Posts:

Nodal Officer & Director of Grievances:

 - a. Shri. S.C.Barmma, Director(PG & Vig.), Room no-225, Dak Bhawan, Sansad Marg, New Delhi-01 Ph:011-23096101, 23036668 Fax:011-23096101 e-mail: Subash@indiapost.org
 - b. Smt. Kalpana Tiwari, Dy. D.G(P.G), Room No. 207, Dak Bhawan, Sansad Marg, New Delhi-01. Ph: 23096094 Fax: 2309 6107
- Dept. of Information Technology:

Director of Grievances:

Shri.Pankaj Agarwala, Jt. Secretary, Electronics nicketan, 6, CGO Complex, New Delhi-03 Ph:011-24363124 Fax:011-24363099 e-mail: pagarwala@mit.gov.in

30. Company Affairs: Director of Grievances

Shri.Rajesh Malhotra, Dy. Secretary, Room no-538, 'A' Wing , 5th floor, Shastri Bhawan, New Delhi-01. Ph:011-2338 9403 Fax:011-2338 2748 e-mail: dsm.dca@sb.nic.in

31. Company Secretaries: In case of non compliance of our legislation applicable to private companies in terms of law, management, standards, quality and accounting and repayments of deposits and interests. Complicity between the company secretary and the company owners to the detriment of the public.

National:

- a Institute of Company Secretaries of India: Southern India Regional Office: No.4, Wheat Drofts Road, Nungambakkam, Chennai- 034
- b. .The Institute of Company Secretaries of India, 'ICSI House', 22, Institutional Area, Lodhi Road, New Delhi-110 003

32. Complaints against Governmental Bodies: ➤ See Grievances.

33. Comptroller and Auditor General of India (CAG):

“To complain against all expenditure by the government which is not according to prescribed rules, regulations and laws and are not in a spirit of faithfulness, wisdom and economy”-4th PAC of Lok Sabha. Any public institution: all Central and State departments and offices, including departmental commercial undertakings such as the Indian Railways and Posts and Telecommunications, etc.

A.P:

- a. Principal Accountant General, Saifabad, Hyderabad- 500 004 Ph:2323 2653/2323 6810
- b. Director, Local Fund Audit Board: Complaints against mismanagement of funds by the Municipalities and Panchayat Raj bodies. Insurance building complex, Tilak Road, Hyderabad-01.

National:

- c. Comptroller and Auditor General of India, 10 Bahadur Shah Zafar Marg, Indra Prastha Head Post Office, New Delhi – 110 002 Ph: 2323 5797
- d. C.V.O Comptroller and Auditor General of India, 10, B.S.Z. Marg, New Delhi-110 002

34. **Consumer:** As a consumer, if you find any defect in the product or deficiency in the service rendered by the railways, insurance companies, banking, post, telephone, housing, investments, chit-funds, medical services, gross negligence of professionals like doctors, lawyers, chartered accountants, food adulteration, supply of defective agricultural inputs like the seeds and manures, the Commissioner of Provident Fund, etc. The district Fora and the State Commission for the redressal of the grievances of the consumers can issue non-bailable arrest warrants and attach properties. You can fill in a form and file the complaint directly without the help of an advocate. All goods and services in public and private sectors.

A.P:

- a. President, Hyderabad District Consumers Disputes Redressal Forum I
M.J Road, Chandra Vihar-9th Floor, Nampally, Hyderabad-01 Ph: 2473 3368
- b. President, Hyderabad District Consumers Disputes Redressal Forum II
M J Road, Chandra Vihar-9th Floor, Nampally, Hyderabad-01 Ph: 2474 7733
- c. State Consumer Disputes Redressal Commission: For all appeals and cases worth Rs. Five lacs and above.
Eruvaka Building, Consumer Nyaya Seva Sadan, Khairatabad, Hyderabad- 04

- i) President : Justice I. Venkatanarayana Ph: 2339 1273, 23600359 (R)
ii) Registrar : M.V.S. Krishnaji Rao Ph: 2331 7040, 2340 0373 (R)
Member: Ph: 2339 4399 Fax: 2339 4399

- d. Consumer Awareness Council 5-4-79/9 P-23 Road-1, Subhadra nagar,
Vanastalipuram, Hyderabad-500 661
- e. Consumer Awareness Centre, F-7/A Samrat Res Comp Saifabad, Hyderabad-500 004
Ph: 2324 3376
- f. Consumer Education Society, 3-12/15/C Ganesh Ngr, Ramanthpur, Hyderabad-13
(available till 10.00 a.m) Ph: 2703 7816
- g. Apna Bhawan Ph: 040-2323 3199, 2324 3376, 2323 5199
- h. Consumer Education Centre, 5-9-22/I/4/B, Damayanthi Chambers, Adarsh Nagar,
Hyderabad-22
- i Consumer Awareness Promotion Council (CAPC), Door no.45-39-15
Akkayyapalem, Visakhapatnam- 530 016 Ph: 0891-2 561 355, 2523 595
- j. Mrs. Rajam Ganeshan, Consumer Movement, 3-5-273, Vitalwadi, Hyderabad-29
Ph: 2326 0018

• See Civil Supplies also

National: Nodal officers.

- k. Modal Charter for the Targeted Public Distribution System (TDPS)- Dept. of Food and Public Distribution: Jt. Secretaries: Smt. Anith Chowdary & Dr. Jayashree Gupta, Room No. 365-B, Krishi Bhawan, New Delhi -01 Ph: 011-2338 4308//2332/2503, 2307 0239 e-mail: us-genl-@grains.nic.in
- l. Directorate of Grievances: Dept. of Consumer Affairs:-
Mrs. Satwant Reddy, Addl. Secretary & CVO, Room no-270, Krishi Bhawan,
New Delhi-01 Ph: 011-23383027 Fax:011-23386575
- m. Directorate of Grievances: Dept of Food and Public Distribution:
Smt.Rajani Razdan, Jt. Secretary, (Stg. & Admn.), Room No-165, Krishi Bhawan, New Delhi-01. Ph-011-23384308 Fax:011-23384308 e-mail: jseo@fca.delhi.nic.in
- n. Directorate of Public Grievances, 2nd floor, Sardar Patel Bhawan, New Delhi – 110001

- e-mail: secypg@dpgcs.delhi.nic.in Fax: 011- 23345637 Ph: 011-2334 5545
- o. National Consumer Disputes Redressal Commission, 5th floor, A-Wing, Janpath Bhavan, Janpath, New Delhi-110 001 Ph: 011-2331 7690
- p. Consumer Guidance Society of India, (CGSI): Legal Aid Committee & Testing Committee)Block J, Mahapalika Marg, Mumbai-1 website: www.cgsiindia.org e-mail:cgsibom@bom4.vsnl.net.in Fax: 022-2265 9715 / 022-22621612
- q. Consumer Coordination Council, 62, Qutab View Apartments, Shaheed Jeet Singh Marg, New Delhi- 110 016.
- r. Manushi, C-174, Lajpat Nagar-1, New Delhi-110 024
- s. Common Cause, C.C House, 5, Institutional Area, Nelson Mandela Marg, Vasant kunj, New Delhi-110 070

International:

- t. Consumers International, London: In case of products from multinational firms and brands. C/o CGSI, Mumbai – 1.
- u. OECD Guidelines for Multinational Enterprises and Consumer Interests (copies can be obtained from them)
Chateau Murette, 75015 Paris, France.

35. Co-operative Societies:

A.P.:

- a. Registrar of Co-operative Societies (in case of all complaints against mal functioning of societies/corruption) Gruhakalpa Building, Mukharram Jahi Road, Nampally, Hyderabad-01 Ph: 24732164/65 e-mail: aprcs@ap.nic.in
- b. Co-operative Tribunal: (only member of the Co-operative Societies can appeal)
7th floor, Chandravihar, Nampally, Hyderabad-01
i) Presiding Officer : 4591007 ii) Chairman : 24617090(O),27800739(R)
- c. Minister for Cooperation: Sri Laxminarayana Kanna, Block-D, Floor-1, Room-261, A.P. Secretariat, Hyderabad-22. Ph: 23450813(O) 23243894(R) 9440260506(C)
e-mail: min_coop@ap.gov.in

National:

- d. C.V.O, National Cooperative Consumer's Federation of India, Deepali Building Nehru Place, New Delhi-110 019.

36. Corruption: Vigilance & Investigation for filing cases or to recommend action against corruption and Crime:

A.P.

- a. **A.P. Vigilance Commissioner:** Directs and supervises Vigilance and Anticorruption work within the State. You can help the people working there to lay trap and capture the corrupt 'red-handed' or provide information about the possession of assets disproportionate to their normal income. If you insist, they can keep your name confidential, while benefiting from your information.
Commissioner: C.R. Kamalanathan:
Consultant: I.V. Ratna Rao 2345 0111/2843
Director General (Vigilance and Enforcement), General Administrative Dept. 'G' Block, Secretariat, Hyderabad-022 Ph: 23453765,23394263(R) Fax:2345 0084
e-mail: vehqrs@ap.nic.in
- b. **Commissionerate of Inquiries:**
Commissioner: R.C. Samal 2345 3748,2784 2298(R)
Commissioner: P.C. Parakh 2345 3234,2773 4955(R)

Members: 2341 1153/ 2345 3221/ 2345 2869/ 2345 2694

c. **Vigilance & Enforcement Department :**

IX Floor, B.R.K.Bhawan, Govt. Offices Complex, Tankbund Road, Hyderabad-29
Ph; 2322 0291. Fax: 2322 1917

a. Dir. Gen: Sri. A.K. Mohanty, Ph: 2474 5132/5005, 2340 6081

b. Director: S.A. Huda 2322 1817/2322 0985/2340 1081

c. Dy. Dir. (Vig.) Dr.Srinivas Rao, Town Planning 2322 8231

d. Dist. Vig&Enf Off. 2322 0350

d. **Anti-Corruption Bureau (ACB) :** Against all State Government employees.

They can arrange to trap any state official with your cooperation. Atleast, just inform them even anonymously details about the disproportionate assets of a corrupt officer or provide tips so that they can make sudden raids. You can, further, obtain information about all Chief Vigilance Officers of major State Departments and Corporations.

There are special tribunals trying the cases launched by the ACB. You can even directly approach them, if ACB is not taking interest in your complaint.

ACB, APHB Complex, Mojamjahi Market Road, Hyderabad-01 Fax: 2474 5005

Ph: 2474 5132/2474 5626/ 2474 5456 e-mail: dg_acb@ap.gov.in

i) Director: Sri. T. Krishna Raj : 2474 1005. Fax: 2474 5456/2460 0134

Director: Alok Srivastava :2474 5456

Joint Dir. Sri. Murali Krishna,T :9440446116 (Hyd city)/2465 8373 Fax:2474 5005

Joint Dir. Sri. Yoganand,T :9440 446110 (Telangana)/2460 0666

Joint Dir. Sri. Malla Reddy, B :9440 446109 (Rayalaseema)/2474 4218

Joint Dir. Sri. Sujatha Rao, B.L. :9440446107 (Andhra)/2460 0140

Director General: Shri S.S.P Yadav Ph 24745132/24745626/24745456(Fax)

ii) Control Room :2474 0196/ 2474 0197/ 2474 0198/199

iii)A.C.B. Visakhapatnam: 1-83-21/4, Sector-8, M.V.P. Colony,Visakhapatnam-530 017.

Ph: 0891- 530 011/534 422/534 433

iv) Anti-Corruption Bureau (Branch Hyderabad), 3rd Floor, Block No.A, Sultan Bazaar, Kendriya Sadan, Hyderabad-500 195 Ph: 24740196, 2473 2762/2763/2764/4667

Complaints against ACB.

v) Deputy Secretary (Police), Home Department, Govt. of A.P., State Secretariat, Hyderabad-500 004 Ph: 2345 0705 e-mail: apsect@ap.nic.in

vi) Minister for Home, A.P. State Secretariat, Hyderabad-500 004 Ph:2345 7687
e-mail: min_home@ap.gov.in

vii) There are about 10 Special Tribunals to which you can appeal if ACB is not attending to your case.

- Sri. K.Aravind Rao, Addl. D.G, General Admin. Department, A.P Secretariat
Ph: 2401 6933/63, 2323 1235

National:

e. **Central Vigilance Commission:**

The Commission is empowered to enquire or cause inquiries to be conducted in to offences alleged to have been committed under the Prevention of Corruption Act, 1988 by certain categories of public servants. The following categories of public servants are within the advisory jurisdiction of the Commission: (a) Group "A" officers of the Central Government, (b) such level of officers of the corporations established by any Central Act, Government companies, societies and other local authorities, owned or controlled by the Central Government. He remains in contact with Chief Vigilance Officers of all major departments, corporations, banks, etc. The Commission, if provided with authentic information by the informer, can ask the CBI or the Income-Tax department to raid and

catch the culprit. You can also help them to lay trap and catch the corrupt officer red-handed. If requested, your name will not be revealed as complainant.

There is a Govt. of India Resolution on Public Interest Disclosures & Protection of Informer under which the CVC is authorized to receive written complaints from any officer disclosing or alleging corruption or misuse of office which comes to his knowledge. Such a patriotic officer, called 'whistle blower' is fully protected, if he follows the procedure carefully.. The CVC can recommend appropriate action.

Satarkta Bhawan, Block 'A', GPO Complex, INA, New Delhi- 110 023.

Ph: 011-2465 1001/8 e-mail: vigilance@hub.nic.in;

Chief Vigilance Commissioner: Sri. P. Shankar: e-mail: cvc@alpha.nic.in

Members: H.J. Dora: e-mail: vc1@cvc.delhi.nic.in

Janaki Ballabh: e-mail: vc2@cvc.delhi.nic.in

- f. **Enforcement Directorate:** Shri. S.S.Bajpai, Special Director, 6th floor, Lok Nayak Bhawan, Khan Market, New Delhi. Ph:011-24690615 Fax:011-24631847 e-mail: ens-dte-hqrs@hotmail.com
- g.. **Central Bureau of Investigation:** Against all Central Government employees, public servants in authority, politicians and Chairmen of boards and corporations civil servants, etc. Complaints against all Chief Vigilance Officers of any department or corporation also should go to them with a copy to the Secretary of the Ministry concerned. However, to prosecute certain high ranking people, CBI requires the sanction of the Government. CBI welcomes information relating to corruption in Central Government departments and Central Public Sector Undertakings. Every State in India has at least one CBI office headed by a Superintendent of Police, where a signed complaint can be lodged. The complaint can be sent by post, fax or in person.

A.P:

In Hyderabad: B-6, III Floor, Kendriya Sadan Sultan Bazaar, Hyderabad-500 095

a) Office of DIG, CBI, Hyderabad Ph:2473 2768/ 2473 2762/ 2473 2763 / 2473 2764

Fax:2460 1317 e-mail:digcbihyd@ap.nic.in

b) Superintendent of Police Ph: 2473 2762 Fax: 2460 1317

c) Supdt. of Police, Cyber Crime Investigation Cell, Central Bureau of Investigation, 5th Floor, Block No.3, CGO Complex, Lodhi Road, New Delhi-03

Ph: 4362203, 4392424

d) Complaints against the CBI officers: Special Judge for CBI cases: Sri. S. Ravi Kumar, Principal District and Session Judge, R. R District courts, Hyderabad-35

Ph: 2344 2400, 2403 2000

National:

e) 24 hrs : CBI CONTROL ROOM, Block No. 3, Ground Floor, CGO Complex, Lodi Road, New Delhi -110 003. Ph: 91-11-24361273 Fax:91-11-24364130

f) Complaints against the CBI officers:

C.V.O, CBI., North Block, CGO Complex, New Delhi-110 003.

37. Cruelty to Animals:

- a. Blue Cross of Hyderabad: In case of suffering to animals. 2354 4355
- b. MCH Veterinary Section In case of unwanted animals, etc. 2322 7412
- c. If not satisfied, contact Director of Animal Husbandry, 10-2-289, Shantinagar, Hyderabad-28 Ph:2331 6848/2331 6855 Fax 330 7982

38. Cyber Crimes:

Cyber Crime Investigation Cell, Central Bureau of Investigation, 5th Floor, Block No.3, CGO Complex, Lodhi Road, New Delhi –110 003 Ph: 4362203, 4392424

• see also Corruption and CBI

39. Defence Affairs: Irregularities in Defence contracts, problems of ex-servicemen:

a. Nodal Officer: Defence Research & Development Organisation:

Shri. R.K.Chauhan, Addl. Director, Dpt. of Plan and Coord., Ministry of Defence, 339, B-wing, Sena Bhawan, New Delhi-011 Ph:011-23013864 Fax:011-23013248
e-mail: duodelhi@yahoo.co.in

b. Director of Grievances: Dept. of Defence, Defence Production & Supplies, Defence Research & Development Shri. Gautam Chatterjee, Jt. Secretary (Estt/PG) and CVO: Room No-108-B, South Block, New Delhi-011 Ph:011-23011553 Fax:011-23018832
e-mail:gauchal@rediffmail.com

c. C.V.O., Dept. of Defence Production & Supplies, South Block, New Delhi-110011

In case you observe any malpractices by the private sector in obtaining contracts from the Defence government, deficiencies in procuring the raw material from the public or leakage of information on sensitive aspects of production, delivery and stocking.

40. Drug Control: Complaints against medical shops, drug inspectors, spurious drugs, expired dates, pricing, billing, magic remedies, objectionable advertisements, habit forming drugs and sale of hormones for animals.

A.P.

A.P. Drugs Control Administration:

Drugs Control Bhawan, Vengal Rao Nagar, Hyderabad-89. e-mail: apdca@ap.nic.in

i) Grievance Redressal:

- For sales licences: Asst. Drugs Controllers: Ph: 2396 6336/2397 4146

- For manufacturing licences: Drugs Controllers: 2398 0121/2393 6267

- Grievances: Dy. Drugs Controller: 2398 0121

- Chief Grievance Officer: 2396 7511

ii) Inspector General, Drugs and Copy Rights: Sri. K. Krishna Murthy. ph: 2371 3563/ 2381 4360

iii) Additional D.G. Sri. P. Ananthasayanam Reddy. Ph; 2156 1955

National:

i) Drugs and Controller General of India (DCGI):

M. Venkateswarlu, Dy.DCGI:

ii) Drugs Control Department: 15, Shammath Marg, New Delhi-54. Ph: 011. 2396 7018
9142717361/ 27189246

41. Elections: In case of complaints against electoral malpractices, such as, excessive spending, defacing of walls, obstructing banners and flag-posts on the roads, violations of the model code of conduct during elections, criminal background of the candidates, etc.

A.P

- Chief Electoral Officer of A.P. GA(Elections) Dept., New 'H' Block, South wing, A.P Secretariat, Hyderabad. Fax: 040-2345 5781 e-mail: ceo@ap.gov.in

Sri. M. Narayana Rao, Chief Electoral Officer Ph: 040-2345 7317

Shri. Ajay Sawhney, Addl Chief Electoral Officer Ph: 040- 2345 6409

Shri. Lav Agarwal, Joint Chief Electoral Officer Ph:040-2345 5303

- State Election Commissioner: For local Govt. elections.

Sri. K. Madhava Rao
3rd floor, Buddha Bhavan, M.G.Road, Secunderabad-03. Toll Free No. 1100.
Commissioner: Ph: 2754 4500/3587/5350, 2753 5858/6284. 2356 5577 (R)
Fax: 2754 4580
Secretary: Ph: 2754 5350/2754 5350. 2331 0818 (R) Fax: 2754 4580
e-mail: apsec@apsec.gov.in; apsec@ap.nic.in

National:

Election Commission of India, Nirvachan Sadan, Ashoka road, New Delhi-01.
011-2372 0012/2371 7027 Fax:2373 9933 e-mail: cec@eci.gov.in
Chief Election Commissioner:Sri. T.S. Krishna Murthy, Ph: 2301 3835 (R)
B.B. Tandon, Election Commissioner: Ph: 2372 0013/2371 7035 Fax: 2335 5631
2379 4483 (R)
Sri. K.R. Prasad, Secretary: 2331 8497 Fax: 2335 6027. 2687 8194 (R)

42. Electricity: Pricing, wastage at all levels, losses, corruption, energy auditing

A.P.:

Vidyut Saudha, Somajiguda, Hyderabad-500 482 Ph: 2339 6000

- a. Central Complaint Cell 1912
- b. Vigilance Section, APSEB 2339 6000
- c. Wastage of Electricity (CE) 2345 3532
- d. APGenco:Transmission issues: theft, wastage, collecting bribes for giving connections and malpractices at the level of the transformer:, etc.
 - APGeneco: Chief Vigilance & Security Officer: Sri. N. Chandra Mouli Ph: 2335 2935
 - A.P. Genco: Joint Managing Director (Vigilance & Security): Durga Prasad
Ph: 5566 5134. 2354 2585 (R) Fax:5566 5251
- e. APTransco: Mint road, Near A.P Secretariat, Hyderabad. e-mail: aptrans@ap.nic.in
Central Power Distribution Company of A.P. Customer Grievances Redressal Cell,
CPDC Limited, P.O. Box:36, Khairatabad Head Post Office, Hyderabad.
e-mail: apcpdcl@rediff.com Website: www.apcentralpower.com
- f. In case of Electricity Theft:
C.P.D.C.H. Chief Vigilance Officer (Sri. P. Hari Kumar) Central Power Distribution
Company Ltd.
Lok Adalat: Consult Legal Services Authority, High Court, Hyderabad-66.

Minister for Energy: e-mail: min_energy@ap.gov.in

- g. A.P.E.R.C:(Andhra Pradesh Electricity Regulatory Commission): You can complain to this highest state body against all electricity supplying bodies, regarding the prices, bad performance and their refusal to provide information asked by you.The commission has established a Forum and a Vidyut Ombudsman for the redressal of grievances of the consumers.

D. No: 11-4-660, 5th floor, Singareni Bhawan, Lakdi-Ka-Pool, Red Hills, Hyderabad-034
Ph: 2339 7402 Website: www.ercap.org
Sri. S. Surya Prakasa Rao, Secretary Ph: 2339 7625

National: Nodal Officers:

- h. Power Finance Corporation Limited:
Shri.Vinod Behari, GM(HR), 36, Chandralok Building, Janpath, New Delhi-01
Ph: 011-23755112 Fax: 011-23315822 e-mail: vinod_behari@pfc.delhi.nic.in
- i. Rural Electrification Corporation Ltd.:
Shri. S.K.Dhawan, Chief(OD), Scope Complex, Core IV, 7, Lodhi Road, New Delhi-03
Ph: 011- 24365495 Fax:011-24365495 e-mail: skdhawan@recl.nic.in
- j. Central Power Research Institute:

Dr. B.N. Sarkar, Addl. Director(Marketing & Publicity), Prof. C.V.Raman Road, Sadhasivanagar, Sub Post Office, P.B.No.8066, Bangalore-80.
Ph:080-3600499 Fax:080-3601213 e-mail: sarkar@powersearch.cpri.res.in

k. Central Electricity Authority:

Shri. Gurdial Singh, Secretary, CEA, Sewa Bhawan, R.K.Puram, New Delhi
Ph:011-26105619 Fax:011-26108476 e-mail: gdsingh51@yahoo.com

l. Director of Grievances

Shri. Mrutunjay Sahoo, Jt. Secretary & FA, Room no-405, Shram Shakti Bhawan, Rafi Marg, New Delhi-01 Ph:011-23710171 Fax:011-23710171 e-mail: sahoopower.delhi.nic.in / msahoo@nic.in

m. Bhakra Beas Management Board: Er.Manmohan Singh Special Secretary, Sector 19-B Madhya Marg, Chandigarh-160 019 Ph:0172-2548571. Fax: 0172-2549857.

e-mail:splsecy@bbmb.nic.in

n. Sutlej jal vidyut Nigam Limited: Shri.S.K.Biswas, Deputy General Manager(P&A)

Himfed Building,New Shimla-171009 Ph:0177-2670030

Fax:0177-2670542 e-mail: skbiswas1958@yahjoo.com

o. Power Grid Corporation of India Limited: Shri Aruna kumar, Deputy Manager (HR),

Saudamini, Plot No-2,sector- 29,Gurgaon. Harayana-122001

Ph:0124-2571907 Fax:0124-2571910. e-mail:arunpowergrid@yahoo.com

P. Ministry of Non-Conventional Energy Sources:

Dr.K.C.Khandelwal, Advisor / Director(PG), Block No-14, CGO complex, Lodi road, New Delhi-03. Ph: 011- 2436 0396 Fax:011- 2436 0396

e-mail: kck@mnesl.delhi.nic.in ; advkck@ren02.nic.in ; advkck@hub.nic.in

q. Dept. of Atomic Energy:

Dr. D.K. Sankaran, Addl. Secretary, Anushakti Bhawan, CSM Marg, Mumbai-01.

Ph:022-2202 2492 Fax:022- 2204 8476, 2202 6728 e-mail: as@dae.gov.

43. powerment: Committee on Peoples Empowerment (COPE):
Suggestions

from citizens, NGOs and other bodies on steps to control corruption, redressal of grievances, better service delivery to citizens.

Member Secretary, COPE, R.No.408, 4th floor, B-block, Secretariat, Hyderabad-500 022.

44. Employees Provident Fund: Corruption in the regional office.

Chief Vigilance Officer, Employees Provident Fund Organisation, Head Office

Bhavishya Nidhi Bhawan, No.14, Bhikaji Cama Place, New Delhi-110 066.

45. Endowments: Mismanagement, corruption, abuse and land grabbing of properties belonging to the temples, Chowtries, Churches, Mosques and Durgas.

A.P:

a. Wakf Board: Against all occupation of waqf lands and corruption.

Special Officer: S.A. Huda, A P STATE WAKF BOARD,

A.P Haj House Razzak Manzil Nampally Hyderabad 500001

Ph.: 23234044

b. Minister for Endowments: Sri M. Satyanarayana Rao, Block-J,

Floor-8, A.P. Secretariat, Hyderabad-22. Ph: 23457113,23453425(O) 9849029008(C)

e-mail: min_endo@ap.gov.in

43. **Environment:** > Pollution Control and APPCB

43. **Forest:** Stealing of forest produce, forest wood transport and marketing with the connivance of the departmental officials, occupation of forest lands.

A.P:

- a. Chief Conservator of Forests (Vigilance), Aranya Bhawan, Saifabad, Hyderabad-01
B.S.S. Reddy Ph: 2323 0144. 23391119
- b. Department of Forests, Principal Secretary: AP Secretariat.
Ph: 2345 1440; 2345 3111 Fax: 2345 1440. e-mail: forest@ap.nic.in
- c. Minister for Forests and Environment: Sri Vijayarama Raju Satrucharla, Block-D,
Floor-2, A.P Secretariat, Hyderabad-22 Ph: 2345 0533/ 0275(O)
9848782020,9440192363 (C) e-mail min_frst@ap.gov.in

National:

- Nodal Officer:

Dr.(Mrs.) Indrani ChandraSekaran, Director, Lodhi Road, New delhi Ph:011-24360662
Fax:011-24360734 e-mail: indusekh@hotmail.com

- Director of Grievances:

Shri.D.D.Verma, Jt. Secretary(Admn), 4th floor, Room no-418, Paryavaran Bhawan, CGO
complex, Lodi road, New Delhi-03. Ph:011-24361613 Fax:011-24361613
e-mail: ddverma@nic.in

• See also Pollution.

44. **Excise & Customs:** Complaints on all malpractices in tax collection. Functioning of wines shops, toddy shops and their impact on the neighbourhood. Corruption.

A.P:

- a. Excise & Chief Commercial Taxes Complex, Opp. Gandhi Bhawan, Nampally,
Hyderabad-01.
- b. Commissioner, State Excise: comex@ap.nic.in apcpe@ap.nic.in
- c. Kendriya Shulk Bhavan, Basheer Bagh, Hyderabad-500 004.
Chief Commissioner Ph:2329 6557 Fax: 2323 0974
- d. Directorate General of Anti Evasion (Central Excise), P-90, 3-6-69/13/B/1,
Avantinagar, Basheer Bagh, Hyderabad-500 004
Deputy Director Ph: 2322 8598 Fax: 2322 8598
Senior Intelligence Officers Ph: 2322 7384
- e. Minister for Prohibition and Excise: min_excise@ap.gov.in

National:

- a. Central Board of Excise and Customs (CVO)
Directorate general of Vigilance: Customs and Central Excise,
2nd Floor, C.R. Building, I.P. Estate, New Delhi-110 002.
- b. Nodal Officer for Citizen Charter:
Shri.S.K.S.Somvanshi, Commissioner, Directorate of Publicity & Public Relations,
Customs & Central Excise, I.P Estate, New Delhi-110002.
Ph:011-23379331, 23370883 Fax:011-23370744 e-mail: dteppr@excise.nic.in
- c. Director of Grievances (Central Board of Excise and Customs) :
Shri. Saurab Chandra, Jt. Secretary (Admn), North Block, Room no-155-G,
New Delhi-01 Ph. & Fax: 011-2309 2262

45 **Financial Affairs:**

A.P:

Minister for Finance, Planning, Small Savings, Lotteries and Legislative Affairs:
Sri Rosaiah Konijeti , Block-D, Floor-3, A.P.Scretariat, Hyderabad Ph: 23454766(O),
23731444(R), 9848782028(C) e-mail: min_fin@ap.gov.in

National:

Ministry of Finance: (Dept. of Expenditure)

Smt. Usha Mathur, Jt. Secretary, North Block, Room No-132A, New Delhi-01.

Ph:011- 2309 3283 Fax: 011-2309 2652 e-mail: umathur@finance.delhi.nic.in

46. Food Adulteration:

- a. Agmark products: Senior Marketing Officer, In charge, South Central Region
Directorate of Marketing Inspections, Kothapeta, Main Road, Guntur-522 001
- b. Dairy Milk and Ghee: A.P. Dairy Development Corporation, Lalapet
Hyderabad- 500 789 Ph: 2701 9851

47. Food Processing Industries:

- Nodal Officer:

Mr. Arun Kumar, Jt. Secretary, Panchsheel Bhawan, August Kranti Marg, New Delhi-049.

Ph: 011-26492476 Fax:011-26493228, 26493012 e-mail: arunkr@nic.in

- Director of Grievances:

Ms. Vibha Puri Das, Joint Secretary, Panchasheel Bhawan, August Kranti Marg,

New Delhi-049 Ph:011-26492476 Fax:011-26493228/26493012

e-mail: vibhapuri@nic.in

48. Governor, A.P.: Any complaint against the Administration & Ministers, MLAs. He or she can authorize the CBI to make enquiries against the ministers and the chief minister. The Governor's grace could grant pardon to any deserving criminal. As the Chancellor, the functioning of the Universities is under his/her overall supervision..

Raj Bhavan, Raj Bhavan Road, Hyd-82. Principal Secretary: Fax-2331 2650

E-mail: governor@ap.gov.in; governor@ap.nic.in

Principal Secretary: Tel: 2331 0521/2455 e-mail: psgovap@ap.nic.in

49. Grievances against the Government Bodies & Suggestions:

A.P. There is a website through which you can lodge your complaint about any state government department and you can also watch the follow up to it.

www.aponline.gov.in

National: Nodal Officers for Public Grievances, Personnel, and Pensions.

- Nodal Officer: Griha Kalyan Kendra

Shri. C.L.Sharma, Secretary, 19, Mahadev Road, New Delhi-110001

Ph: 011-23318936 Fax: 011-23358057 e-mail: info@grihakalyankendra.org

- Nodal officer: Central Civil Services, Cultural And Sports Board.

Shri. Surjit Dutta, CWO/Director, 3rd floor, Lok Nayak Bhawan, Khan Market, New Delhi. Ph:011-246224752 Fax:011-24646961, 24604665

- Dept. of Administrative Reforms and Public Grievances: Public Grievances Lodging And Monitoring Website: <http://darpn.nic.in> <http://darpn-grievance.nic.in>

- Website of Citizen's Charters in Govt. of India: <http://www.goicharters.nic.in>

- Shri Alok Champak Chatterji, Addl. Secretary, Director (Public Grievances and Pensions), 5th floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-01 Ph:23362325 Fax:23742133 e-mail: alok@arpn.nic.in Website: www.darpn-grievances.nic.in

- Shri Ashok Pai, Director, Directorate of public Grievances(cabinet Secretariat) Sardar Patel Bhawan, Sansad Marg, New Delhi-110001 e-mail: ashokpai@dpgcs.delhi.nic.in

- Shri.P.I.Suvrathan, Addl. Secretary, Dept. of Administrative Reforms and Public Grievances,Sardar Patel Bhawan, Sansad Marg, New Delhi-01. Ph:011-23742546 Fax:011- 23742133 e-mail: suvrathan@nic.in

- Dept. of Home, Dept. of Internal Security, Dept. of States,

Dept. of Official Language, Dept. of Jammu & Kashmir Affairs)
Shri. Yashwant Raj, Jt. Secretary, (Admn. & PG), Room No-109, North Block,
New Delhi-01. Ph:011-23092785 Fax:011-23092785 e-mail: jsadmin@mha.nic.in
Director of Grievances: Dept. of Personal & Training

Shri. Keshav Desiraju, Jt. Secretary (Admn & PG), Room no-109, North Block, New
Delhi-01. Ph:011-23094010 Fax:011-23092580 e-mail: JSA@dpt.delhi.nic.in

Director of Grievances: Dept. of Pension and Pensioners Welfare

Dr.S.P.Bhatia, Dy. Secretary, Lok Nayak Bhawan, Room No-330-C, 3rd Floor, Khan floor,
Khan Market, New Delhi-03 Phone & Fax:011-24624802
e-mail: spbhatia@dpt-pension.delhi.nic.in

51. Health:

A.P:

Complaints against the functioning of Hospitals:

Complaints within the hospital: If you are not satisfied with the services rendered by the hospitals, ask for the Resident Medical Officer(RMO) or the Medical Superintendent, if they are government hospitals or for the Public Relations Officer or the Managing Director or the owner of the private hospitals. Many private hospitals have given an undertaking to the government that they would offer certain concessions to the patients below poverty line (BPL) and benefited from a number of tax exemptions in return. Please enquire about them before getting admitted.

- a. Indian Medical Association: If you doubt the qualifications of a medical practitioner or if the doctor deviates from his professional ethics. Ask for the members of the Executive Committee and seek their assistance.
IMA Building, 1. Sultan Bazar, Hyderabad-27. Ph: 2465 6378 /2465 3652
- b. IMA Hyderabad City Branch, IMA Building Sultan Bazar, Hyderabad-27.
Ph: 2650 4431
- c. A.P. Medical and Sales Representatives Union (APMSRU) In case of complaints against Medical Representatives.
Mehbub Manzil, Moazam Jahi Market, Hyderabad- 500 001. Ph: 2474 3845
- d. Andhra Pradesh Vaidya Vidhana Parishad, Kothi, Hyderabad-1. Ph: 2465 6040
Vigilance Officer, Ph: 2465 2741 e-mail: apvvp@ap.nic.in
- e. Directorate of Health: dirheal@ap.nic.in
- f. A.P. Medical Council: In case of inadequate or absent infrastructural medical facilities in teaching hospitals. Enquiries about equivalent foreign medical qualifications. It is a semi-official body.
A.P. Vaidya Vidhana Parishad, Opp. Koti Womens, College, Koti, Hyderabad-1
Ph: 040 2320 3811/2465 7639 Website: www.mciindia.org/ecr.html
- g. Commissioner of Indian Medicines & Homeopathy, Regional. Dy. Director.
V Floor, Gagan Vihar Complex, Moazam Jahi Road, Nampally, Hyderabad-1
Ph:2461 7051
- h. Central Government Health Scheme: In case of negligence & malpractices in CGH offices, dispensaries, etc. for Central govt. employees.
Kendriya Swasthya Bhavan Building, Begumpet, Hyderabad-16.
 - i) Additional Director 2790 2316
 - ii) Administrative Officer Ayurvedic & Homeopathi Units 2790 2190
- i. Minister for Medical and Health: min_m&h@ap.gov.in

National:

- a. Model Charter for Public Hospitals: Room no.556, 'A' wing, Nirman Bhawan,

- New Delhi-011. Dr. A.N.Sinha, CMO(HA), Directorate General of Health Services
Ph: 2301 7978 e-mail: adgha@hub.nic.in
- b. Association of Surgeons of India: Complaints against the surgeons' professional misconduct.
President: Dr. Jyothi Ramalingam. Organising secretary: Dr. Mohan Gupta. C/o Gandhi Medical Hospital: Ph:2770 2222, Hyderabad.
 - c. C.V.O, Central Council for Research in Homeopathy, Jawaharlal Nehru Bhartiya Chikitsa Avam Homeopathic, Anusandhan Bhavan, 61-65 Institutional Area, D Block, Janak Puri, New Delhi- 110 058
 - d. C.V.O, Central Council for Research in Ayurveda & Siddha, No. 61-65, Industrial Area, Janak Puri, New Delhi-110 058
 - e. C.V.O, Central Research Institute, Department of Indian System of Medicine & Homeopathy, Room No.206, II Floor, IRC Building Annexe, Red Cross Road, New Delhi-01 Ph:011-23327669 Fax:011-23731846 e-mail:balaprasad@hotmail.com
 - f. C.V.O./ Nodal Officer for Model Charter for Public Hospitals: Department of Health, Dr. A.N. Sinha, CMD(HA), DGHS, Room No-556-A Wing, Nirman Bhawan, New Delhi-110 011. Phone & fax:011-23017978 e-mail: adgha@hub.nic.in
 - g. C.V.O, Dental Council of India, Temple Lane kotla Road, New Delhi-110 001
 - h. C.V.O, Medical Council of India, Alwan-E-Ghalin Marg, Kotla Road, New Delhi-02.
 - i. Dept. of Health: Director of Grievances
Mrs. Bhavani Thyagarajan, Jt. Secretary, Room no-343, Nirman Bhawan, ('A' Wing), New Delhi-011. Ph:011-23017481 e-mail: jsbt@nb.nic.in
 - j. Dept. of Family Welfare: Director of Grievances
Dr. K.V.Rao, Chief Director, Nirman Bhawan, New Delhi-011.
Phone & Fax:011-23017699 e-mail: edstat@nb.nic.in
 - k. C.V.O, Central Council of Indian Medicine, 61-65, Institutional Area, Janak Puri New Delhi-110 058.

52. Human Rights:

National Human Rights Commission (NHRC): Sardar Patel Bhavan,
9- Parliament House, (NHRC) Street, New Delhi-110 001
e-mail: hrchyd@hd2.dot.net.in

53. Hyderabad and Secunderabad Municipal Corporation (MCH):

BRK Complex, Tank Bund, Hyderabad.-29 Website: www.ourmch.com

- a. Mayor: Sri. T. Krishna Reddy Ph:2326 2266(O) 2416 6666(R)
98494 56666, 98490 61642(C)
- b. Commissioner, MCH: Chitra Ramachandran e-mail: commissioner@ourmch.com
Fax: 2322 9430/0430/2322 3024 2322 5267/ 2322 0394 (PRO)
- c. Additional Commissioner, Secunderabad Ph: 2750 3326(R) 98490 04507(C)
Fax: 27804022
- d. Help Line -Secunderabad 2780 4012/13
- e. Central Emergency Cell: 2331 4289/2339 4566
- f. Emergency Squad (for spot visits) 2322 5397
- g. Unauthorised Road Digging 2322 4056
- h. Emergency Rain Situation 2339 4566
- i. BRS Grievance Cell 2322 0080/7160
- j. Town Planning (Irregular constructions of roads, land grabbing, Encroachments, etc)
2322 008

If not satisfied, contact:

- k. Director of Town Country Planning, 640, AC Guards, Hyderabad-4 Ph: 23313941

- l. Sanitation (Garbage clearance, street cleaning,) 2 322 1276/2322 3024
- m. Chief Medical Officer (Clinics & dispensaries) 2322 1276/ 2322 7412
- n. Health Section (Epidemics, Mosquitoes) Entomologist 2322 1276
- o. Food Inspector: In case of problems with quality of food and hygiene in restaurants. 98491 65498
If not satisfied, contact:
- p. Director General of Medical&Health Services, Sultan Bzr.Hyd-1. 2461 9179to81
- q. Director of Institute of Preventive Medicine, N'guda, Hyd-29. 2756 0191/7892
- r. Engineering (Quality of roads, repairs, contracts) 2322 8353
If not satisfied contact:
- s. C.E. Public Health & Municipal Engg. Dept., AC Guards, Hyd-4 2331 6841
- t. Transport Section (Misuse of MCH vehicles) 2452 9822
- u. Corruption by the personnel: Addl. S.P. Vigilance Cell: 2322 4602
- v. Minister for Municipal Administration and Urban Development:
Sri Ranga Rao Koneru, Block-J, Floor-5, Room-510, A.P Secretariat, Hyd-22.
Ph: 23456703, 23454768 (O) 2339 3696(R) 9848782002(C)
e-mail: min_maud@ap.gov.in Yesudas (P.A)-98499 05771

National:

- w. Ministry of Urban Development and Poverty Alleviation:
Dept. of Urban development, Employment and Poverty Alleviation:
Shri. M.Rajamani, Jt. Secretary (UD & Admn.), Room No-220, 'C' Wing, Nirman Bhawan, New Delhi-011. Ph: 011-2301 7252 Fax: 2301 7252
e-mail: Rajamani_muthu@hotmail.com

54. Income Tax: In case of non declared, non disclosed income, income through corruption, disproportionate assets.

A.P:

- a. Chief Commissioner of Income Tax: 4th floor new Annexe, Ayakar Bhavan, Basheer Bagh, Hyderabad Ph: 2323 6692
- b. Director of Income Tax Ph: 2323 3129

National:

- c. Charter for Tax Payers:
Central Board of Direct Taxes:
Dr.jagdeep Goel, OSD to Chairman,(CBDT), Room no. 155-A, North block, Central Secretariat, New Delhi-01. Ph:011-23092837 Fax:23092837
e-mail: dirhqrs@finance.nic.in Website: www.incometaxindia.gov.in
- d. C.V.O. Central Board of Direct Taxes, 1st floor, Dayal Singh Public Library Building, 1, Deen Dayal Upadhyaya Marg, New Delhi-110002
- e. Director (Hqrs.), Central Grievances Cell, Dept. of Revenue, Central Board of Direct Taxes, Ministry of Finance,(Govt .of India), North Block, New Delhi-01.
• See also Taxes

55. Industries: • See Commerce & Industry. **Commissioner of Industries Shri S.Bhattacharya**

56. Information: Right to Information Act is passed by many States, including the Central government, except Andhra Pradesh. The Central Government wants to bring another (better?) Act with fine and disciplinary action against the officer who does disclose the information asked. Independent of that, in 99% of the cases, there is no rule or G.O. that prohibits any officer from submitting to you the information claimed. Providing right information in support of your claim is very important. Very often, you can claim information under the scope of the Citizens' Charters.

A.P:

- Minister for Information & Public Relations: Sri Shabbir Ali Mohd, Block-J, Room-202, A.P Secretariat, Hyderabad-22. Ph: 23454715(O) 23352782(R) 9848028000(C)
e-mail: min_i&pr@ap.gov.in

National:

Nodal officer:-

- Office of the Registrar of Newspapers for India:

Shri. Uday Moray, Dy. Press Registrar, West Block-8, Wing-2, R.K Puram,
New Delhi Ph: 011-26106251 Fax:011-26176553 e-mail: iandb@hub.nic.in

Director of Grievances:-

Shri. Sudhir Sharma, Jt. Secretary(P&A), Room No-857, Shastri Bhawan, 'A' Wing,
Dr. Rajendra Prasad Road, New Delhi-01. Ph:011-23383857 Fax:011-23384785

e-mail: jsp.inb@sb.nic.in

57. Chartered Accountants: In case of complaints against chartered accounts.

a. Institute of Chartered Accountants of India, 11-5-398/C, Red Hills, Hyderabad-04
(for information only) Ph: 2339 3182/2339 3200

b. ICAI, Secretary, P.B.No. 7100, Indra Prastha Marg, New Delhi-110 002

58. Insurance:

A.P:

a. Insurance Complaints: Ombudsman (Bheema Lok Pal) H.No. 6-2-47, Eturi Towers,
A.C.Guards, Lakdi-Ka-Pool, Hyderabad-4.

b. Insurance : (Complaints against the functioning of insurance companies and their
agents) Chairman: Insurance Regulatory and Development Authority(IRDA)
Parisrama Bhavanam, 3rd Floor, 5-9-58/B, Basheer Bagh, Hyderabad-04.

Ph: 040-5582 0964, 5578 9768 Fax: 040-5582 3334 e-mail : irauth@vsnl.com

c. Complaints against the malpractices of the staff in the companies:
C.V.O , IRDA address as above

National:

d. Complaints to the insurers' own professional body:

FACILITATOR: The Secretary General ,General Insurer's (Public Sector)
Association of India (GIPSA), New India Centre, 4th Floor, Cooperage Road,
Mumbai-400 039. Fax : 2202 9502 Ph : 2202 4998

e. Employees State Insurance Corporation :

Director, Public Grievances, ESI Corporation, Kotla Road, New Delhi-110 002.
Ph : 011-3239424 / 3234 092 (Extn. 214)

f. Nodal Officer for LIC of India, General Insurance Corporation & Oriental Insurance
Corporation: Shri. G.C.Chaturvedi, Jt.Secretary (B&I), Dept. of Economic Affairs
(Insurance Division), Room No. 3, 3rd Floor, Jeevan Deep Bldg., Parliament Street,
New Delhi-110 001 Ph:011-23747507 Fax: 011-23742207 e-mail:

chaturvedi_gc@nic.in

g. Director of Grievances: Insurance Division

Shri. Ajit M.Sharan, Joint Secretary, Room No-3, 3rd floor, Jeevan Deep building,
Sansad Marg,, New Delhi-01. Ph:011-23747507 Fax:011-23742207

e-mail: amsharan@finance.nic.in

59. Insurance Corporation of State Employees: Employees State Insurance
Corporation, Hyderabad.

(i) Reg. Director, 5-9-23, Hill Fort Road, Adarshanagar Hyderabad-63 Ph:2323 7383
Fax: 323 5048; e-mail: esichyd@ap.nic.in

(ii) Complaint Officer- Joint Director 2323 1860

(iii) - Joint Director, Medical Insurance Services : Gievances Officer

Office of the Director of Insurance Medical Services, Block no, M-8,
A.P.H.B Complex, Ajanta gate, M.J Road, Nampally, Hyderabad-01.
Ph: 2461 5602

- Director, Insurance Medical Services: 2473 2642

- iv) Chairman, Regional Board, Committee for Redressal of Grievances on Medical Care, Government of Andhra Pradesh, Health, Medical & Family Welfare, State Secretariat, Hyderabad-4 e-mail: min_m&h@ap.gov.in

60. Investments:

A.P:

a. Investor Protection Cell:

Sri. D. Vijaya Bhaskar, Dy. Registrar of Companies, 2nd Floor, Cpwd Bldg.,
Kendriya Sadan, Sultan Bazar, Koti, Hyderabad-195. Ph: 2465 7937, 2465 6114
Fax: 2465 2807

Also contact: Sri. S.N.Tiwari and Sri. Sudhir Kapoor, Senior Technical Assistants

National:

Nodal Officers for Citizen Charter:

a.. Department of Company Affairs:

Shri.A.K.Kapoor, Advisor,Bikaner House Hutment,New Delhi-11
Ph:011-2336 8003 e-mail: ipcz.dca@sb.nic.in

b. Investors' Grievance Redress Cell: Director of Grievances

Shri.Sharad K. Sharma, Officer on Special Duty, Jeevan Vihar Building, Sansad Marg, New Delhi-01. Ph:011-23349199 Fax:011-23742207
e-mail: lgcell@finance.nic.in

c.. Prime Investors' Protection Association, New Delhi: Investors protection from unscrupulous promoters, companies and entities (in collaboration with Ministry of Company Affairs posted all regulatory orders)

Website:www.watchoutinvestors.com

d.. Investor Protection Cell:

Sri. Paul Joseph, Economic Adviser, Ministry of Company Affairs, 5th Floor,
A-Wing, Shatri Bhawan, New Delhi-01. Ph: 23385010 Fax: 2338 2748, 2338 9088
e-mail: ea.dca@sb.nic.in Website: www.dca.nic.in

- Ms. M.N.Samnotra, Deputy Secretary Ph: 2338 4502 Fax: 2338 4502
e-mail: dss.dca@sb.nic.in

- Sri. N.C.Behera, Under Secretary Ph: 2338 2386

Sri. V.K. Verma, Section Officer Ph: 2338 4479

e. - Deposit Insurance and Credit Guarantee Corporation: One can check up whether bank receiving public deposits has insured itself for guaranteed re-imburement of the deposits, at least upto one lakh rupees. Mumbai.

f. SEBI (Securities and Exchange Board of India): Investors can approach SEBI for redressal of their complaints or grievances. On receipt of complaints, SEBI takes up the matter with concerned mutual fund and follows up with them till the matter is resolved. Investors may send their complaints to:

Securities and Exchange Board of India, Mutual Funds Department, Mittal Court 'B' Wing, First Floor, 224, Nariman Point, Mumbai-021 Ph: 022-2850451-56, 2880962-70 e-mail: sundaresanvs@sebi.gov.in (D.G.M, Markey Regulations Department)

61. Justice, Institutions of Alternative: For individuals, businessmen, contractors, companies, employees and NRIs to settle their disputes directly and privately on payment.

A.P:

AP Legal Services- Arbitration and Conciliation Centre, 203, Imperial Castle,
Narayanaguda, Hyderabad- 500 012. Ph: 2755 2340 Fax: 2755 1441
e-mail: acc@aplegalservices.com Website: www.aplsacc.com

The International Centre for Alternative Dispute Resolutions (ICADR)

A.P.

Smt K.Jayasri Secretaty, ICADR, 10th Floor, Gagan vihar building, M.J.Road, Nampally,
Hyderabad-500001 Ph: 24745765/24731514 Fax: 24745165 email: icadr@pol.net.in
www.icadr.org

National:

Trikoot II, 3rd Floor, Bhikaji Cama place, R.K.Puram, New delhi-110066 Ph:
011-26106315/26102805/06/07 Fax: 011-26102803 email: icard@yahoo.co.in

• See also Legal Remedies.

62. **Juvenile Board:** In case of ill treatment to and abuse of children and on criminal acts of minors.

16-7-385 Az. Pura, Hyderabad- 24

a. VII Metropolitan Magistrate, Mirza Abdullah Baigh Saheb, 16-6-99/5 Malakpet,
Hyderabad-36 Ph: 2452 9773

b. XIII Metropolitan Magistrate, Railway Court, 39Himayath Nagar, Hyderabad-3
Ph: 2753 2139

c. XVIII Metro.Magistrate, RTC Mobile Court, Rathifile Terminals
Picket, Hyderabad- 3 Ph: 2770 3620

d. Act III Addl. Metro/Session's Judge, Red hills, Hyderabad– 04 Ph: 2321 4155

63. **Khadi:** In case of complaints against the malfunctioning of the Khadi Bhandars, the quality of the products sold, the training offered, on grants given and in general about the promotional efforts.

- Chief Vigilance Officer, Khadi and Village Industries Commission, 3, IRLA Road,
Road, Ville Parley,(W), Mumbai-400 056.

- Khadi & Village Industries Commission: Coir House, M.G. Road, Ernakulam Kochi-
682016. Ph: 0484- 2351807. Fax: 0484-2370034. e-mail: coir@md2.vsnl.net.in

64. **Labour :** In case of harassment and corruption by Labour Inspectors or undeclared and uninsured labour force.

A.P:

a. State Labour Commissioner, 1-1-18/73, Anjiah Sankshema Bhavan, RTC X Roads,
Hyderabad-20 Ph: 2763 6024/2761 2538

b. Central Labour Commissioner, Office of the Regional Labour Commissioner
(Central); ATI Campus, Vidyanagar, Hyderabad-7 Ph: 2761 5280

c. Labour Enforcement Officer (Central) Ph: 2761 5280

d. Minister for Labour and Employment: Sri G. Vinod, Block-D, Floor-4, Room-430,
A.P Secretariat, Hyderabad. Ph: 23453241(O) 23300688(R) 9849690727(C)
e-mail: min_labor@ap.gov.in

National:

Director of Grievances :

Shri.D.S.Poonia, Jt. Secretary, ShramShakti Bhawan, Rafi Marg, New Delhi-01.
Ph: 011- 2371 0208 Fax:011-2371 0

65. **Land Grabbing, land registration:** High-handed Corruption, use of criminal force.

a. I.G. Registration & Stamps, Nandamoori Basawa Taraka Estates, Golconda 'X'
roads, Musheerabad, Hyderabad-20 Ph: 2763 7666 e-mail: apigrs@ap.nic.in
www.igrs.ap.gov.in www.ap.gov.in/card

- b. Sri. V.V. Satyanarayana, Commissioner of Land Reforms and Urban Land Ceilings, III floor, Chandra Vihar, Nampally station road, Hyderabad-01 Ph: 2320 1341(O) e-mail: aplref@ap.nic.in
- c. Land Grabbing Prohibition Special Court, Block-B, 2nd floor, BRK Complex, Tank bund road, Hyderabad-02. Phone & Fax: 2322 4238
- Smt. B. Bala Tripurasundari, Registrar: 2322 0622

66. Legal Approach and Legal Remedies:

A.P:

- a. Lok Adalats: A lawyer is not necessary. They are held for several departments, like Motor Accident cases, civil cases, matrimonial cases, criminal compoundable offence cases, labour disputes, bank recovery cases, disputes with mobile cellular companies viz. Air Tel, Hutch, Tata Tele, Reliance etc., Land Acquisition cases, Pension cases, Pre-litigation matters, Workmen's compensation with regard to labour, Consumer cases, Housing Board and Slum clearance cases and Housing Finance cases etc.. Eligible persons for free legal aid: Women & Children, Members of SC/ST, Industrial Workmen, Persons in Custody and persons whose annual income does not exceed Rs 50,000 per year.
- b. District Judge, Chairman, District Legal Services Authority:
- c. Legal Aid Section. High Court of A.P, Hyderabad-66 Ph: 040-2452 5737/26. Legal Aid Cell: They are available in every taluq and district level.
- d. AP State Legal Services Authority, High Court, Hyderabad-66 : to seek justice on any matter and to find out when and where Lok Adalats for various departments are going to be held.
Patron in Chief: the Chief Justice; Ph: 2457 7732(R) 2335 1557 Fax: 2335 5121 Ph: 040-2344 6700
Member Secretary: 2450 0904 (R) 2335 8588 2456 5701 fax.
Administrative Officer- 2457 5474
Secretary- 2457 5464
- e. A.P. High Court Legal Services Committee: You can write to the president on any public issue, quoting news papers. He can take up Suo Motu any complaint.
President: Justice D.S.R Verma Ph: 2452 2103(R) 2341 3738
Secretary: B. Rajanna Ph: 2457 5464 (R) 2414 1637
- f. Chief Justice of A.P. You can write to the Chief Justice whenever you feel that justice is not being done to you on any legal matter.
A.P High Court, Hyderabad-66 Ph: 2335 1557(R) Fax: 2457 6647/2335 5121
Fax: 2457 7732-301(O) e-mail: aphc@ap.nic.in
Website: www.apstatelegalservicesauthority.org
- g. Bar Association, R.R. Dist.: In case of complaints against Lawyers.
Ph: 040- 2404 4888/2403 1617/1718
- h. Bar Association (PCO), City Civil Court, Hyderabad: In case of complaint against Lawyers. Ph: 2456 7859/2457 5770
- i. Metropolitan Criminal Courts Bar Association., Nampally, Hyderabad-1 In case of complaints against Lawyers Ph: 26505304
- j. Bar Council (A.P. State), High Court Bldg.: Complaints against the professional ethics of lawyers. Ph: 2452 4116
- k. All India Judges' Association: In case of complaint against Judges.
Registrar General, A.P. High Court, Hyderabad-66
i) President: 24230790 (R), ii) Secretary :24045287 (R)
- l. Minister for Law: min_law@ap.gov.in
- m. RAKSHA (Forum for Legal Action and Speedy Justice): 2761 5176

H.No. 6-1-283/A, Padma Rao Nagar, Secunderabad-25. Ph: 2750 7099/5521 4206

National:

- n. Complaints against High Court and the Supreme Court Judges can be sent directly to the Supreme Court. The Chief Justice, Supreme Court of India, New Delhi- 110 001.
- o. National Legal Services Authority: Sri. S.M. Chopra, Member-Secretary, 12/11, Jam nagar House, Shah Jahan Road, New Delhi-110 011 Ph:011-2338 2778/5321 Fax: 011-2338 2121 e-mail: nalsa@bol.net.in
- p. Supreme Court Legal Services Committee, 109, Lawyers Chambers, Post Office Wing, Supreme Court Compound, New Delhi-01. Ph:011-2307 3970, 2338 9274
- q. Bar Council of India: Complaints against lawyers practicing in the Supreme Court of India. Website: www.barcouncilofindia.nic.in
- r. Directors of Grievances:
 - i) Dept. of Legal Affairs & Legislative Department:
Shri.B.A.Agarwal, Jt. Secretary & Legal Advisor, 4th floor, Shastri Bhawan, 'A' Wing, Dr. Rajendra Prasad Marg, New Delhi-01. Ph:011-23384446 e-mail: jspglaw@sb.nic.in
 - ii) Dept. of Justice:
Shri.N.M.Perumal, Director, Jaisalmer House, Mansingh Road, New Delhi-011. Ph:011-23383106 Fax:011-23383106
- s. Ministry of Social Justice and Empowerment:
Shri. R.S.Vundru, Deputy Secretary, Room No-634, 'A' Wing, Shastri Bhawan, New Delhi. Ph:011- 2338 3464 Fax:011- 2338 4918 e-mail: vundru.wel@sb.nic.in

67. Legislative Affairs:

A.P state assembly: apla@ap.nic.in A.P Secretariat: apsect@ap.nic.in
Minister for Legislative Affairs: Sri Rosaiah Konejeti, Block-D, Floor-3,
A.P Secretariat, Hyderabad-22. Ph: 23454766(O) 23731444(R) 9848782028(C)
e-mail: min_fin@ap.gov.in

- 68. Lokayukta:** A simple letter is sufficient, in case of complaints against Govt. servants including I.A.S., I.P.S. officers, MLAs, Ministers, officers earning a basic pay of more than Rs.7,400/-, Vice-Chancellors, Heads of the public sector undertakings, chairmen of Zilla Parishads, Chairmen of Grade-1 Municipalities for corrupt practices.

A.P

Address: 5-9-49 Basheerbagh, Hyderabad-63.

- a. Lokayukta: Justice R. Ramanujam Ph: 2329 9098 / 2324 0144(O) 2354 8354(R) 2355 2442 (R) Fax: 2329 9098
- b. Upalokayukta: M. Ramakrishna 2324 0892, 2360 8909
- c. Director (Legal): 2324 1646
- d. Registrar: 2324 1614
- e. Dy. Registrar: 2323 4032
- f. Director (Investigation): 2322 1645
- g. Jt. Director (Investigation): 2322 3245
- h. Dy. Director (Investigation): 2322 1397

National:

List of Lokayuktas:

- Justice N. Venkatachala, Lokayukta, Govt. of Karnataka, M.S.Building, Ambedkar Vidhi, Bangalore- 560 001 Ph: 080-2259499
- Justice R. Dayal, Lokayukta, Govt. of Madhya Pradesh, F-Block, PuranaSachivalaya, Bhopal-462 011 Ph: 0755-2540939
- Justice V.P.Tipnis, Lokayukta, Govt. of Maharashtra, New AdministrativeBuilding, 1st

Floor, Madam Cama Road, Mumbai-400 032 Ph: 022-2023822

☛ See also Legal Remedies

69. **Lok Satta:** For all advice as to how to assert oneself faced with problems; and particularly to send all information about the criminal background of the candidates for political posts.
- a. Regd. Office: # 401, Nirmal Towers, Dwarakapuri Colony, Panjagutta, Hyderabad-80
Ph: 2335 0778/0790 Fax: 2335 0783 e-mail: fonderef@hd1.vsnl.net.in
Web site: www.loksatta.org
- b. Hyderabad: 106, Balaji Residency, Gokulnagar, Tarnaka, Hyderabad – 500017
Ph: 2717 4189/5521 4993 Fax: 2715 4118 e-mail: ifhd@sify.com

Muslim Personal Law Board, All-India :

Muslim women can seek its help for informing themselves about 'dos and don'ts for muslim men. Marriages, customs and traditions. 76-A/1 Main market Okhla village, Jamia nagar, New Delhi- 25. Ph: 011.2631 4784 Fax: 2632 2991. e-mail: implindia@vsnl.net
Hazrat Maulana Syed Mohammed Rabe Hasani Nadwi, President: Darul uloom Nadwatul Ulema:P.O.Box:93 Lucknow-226007.U.P. Ph: 522-2382681(O)2229 174/2740151 (R)
Fax: 2330020 General Secretary: Hazrat Maulana Syed Nizamuddin: Imarat-e-shariah, Phulwari Shareef, Patna-801505. Bihar.Ph: 0612-2251 351/2257 968 (O). 2251 508 (R). Fax: 2251 280

70. **Municipal Administration:** All complaints against bad functioning of Municipalities.
- BRK Complex, Tank Bund, Hyderabad Ph: 040-2322 1569 e-mail:c&dma@ap.gov.in
 - Commissioner & Director: c&dma@ap.gov.in
 - Minister for Municipal Administration and Urban Development:
Sri Ranga Rao Koneru, Blokb-J, Floor-5, Room-510, A.P Secretariat, Hyderabad-22.
Ph: 23456703, 23454768 (O) 2339 3696(R) 98487 82002(C)
e-mail: min_maud@ap.gov.in Yesudas (P.A)-98499 05771

71. **Museum & Monuments:** In case of malpractices in the Museums and Monuments maintained by the Central Government.

National:

- a. CVO Ministry of Human Resource Development, Dept. of Culture, 3rd Floor
"C" Wing, Shastri Bhavan, New Delhi-110 001 Ph: 2384 589/2338 4442
- b. CVO Indian Museum, 27, Jawaharlal Nehru Road, Kolkata-700 076

72. **NABARD: National Bank for Agricultural and Rural Development:** This bank gives loans to several rural development projects. Also micro-credit facilities and to Self-Help Groups. Complaints can be made to this body the on the functioning of many rural development projects for which NABARD gives loans. [www: Nabard.org](http://www.Nabard.org)

A.P.

Sri. J.R. Saranagal, Chief General Manager, A.P. Regional office, NABARD. 1-1-61
RTC X Roads, P.Box. no. 1863, Musheerabad, Hyderabad-20. Ph: 2761 3096/3834/1088.
Fax: 2761 1829 e-mail: nabhyd@hd2.vsnl.net.in

National:

Plot no. C-24, G Block, Bandra-Kurla complex, P.O. Box. No.8121 Bandra-East, Mumbai-51. e-mail: contact@nabard.org

- a. Sri. A.K. Garg, Chief General Manger, 3rd floor, D wing. Ph: 022-2652 8221 Fax: 2653 0097. e-mail: nabiad@bom5.vsnl.net.in

72. **Narcotics:**

Narcotics Control Bureau: Director of Grievances

Mrs. Abha Anand Kishore, Dy. Director (Admn), Room no-105, West Block, No-1,
Wing no-5, R.K puram, New Delhi. Ph:011-2618 5226 Fax:011-2618 5240
e-mail: ddgncb@ndb.vsnl.net.in

73. NGOs: Non-Governmental Organisations: Mismanagement of funds, political involvement or fraudulent reports or publicity.

A.P:

- a. CAPART: Sri. M.L.Gupta, Member Convenor, South Zone Regional Committee, Faculty Building No.II, National Institute of Rural Development, Rajendhar Nagar, Hyderabad-30. Ph: 2401 7851 Fax; 2401 8669 e-mail: rcc@rchyd.delhi.nic.in
- b. Commissioner, Rural Development: apprd@ap.nic.in
- c. Commissioner, Social Welfare Department, T.S. Bhawan, Masab Tank, Hyderabad: Sri. P. Sundera Kumar Ph: 2339 1039, 2339 1361(O) 2354 1041(R) Fax: 2339 1039 e-mail: commrsw.apcsw@ap.gov.in; apsw@ap.nic.in
- d. Minister for Women and Child Welfare: min_w&cw@ap.gov.in
- e. Minister for Social Welfare: min_sw@ap.gov.in
- f. ACB can also handle NGO related cases

National:

- a. CAPART: Council for Advancement of Peoples' Action and Rural Technology India Habitat Centre, Zone-V-A, 2nd floor, Lodhi road, New Delhi-03. Fax: 2464 8607, 2462 5822 e-mail: capart@caparthq.delhi.nic.in Ex- Officio Chairman: Raghuvamsh Prasad Singh, Union Minister for Rural Development Sri. L.V. Saptha Rishi, Director General
- b. Ministry of Rural Development, C/O; Krishi Bhawan, New Delhi.

74. Officers: Complaints against recruitment procedures adopted by this body and corruption. Complaints against the officers who are recruited by them also can be made if there is violatiotions of service rules and discipline by the state or central governments officials.

A.P.

- a. A.P. State Public Sevice Commission, Gruhakalpa Complex, M.J. Road, Nampally, Hyderabad-01. Ph: 2460 3493 Fax: 2460 1664 e-mail: info@appsc.com; appsc@ap.gov.in Chairman: Sri. P.Ramulu Ph: 2473 2701 Secretary: Sri. Adhar Sinha Ph: 2474 2405(O) 2335 1182(R) Fax: 2460 1664
- b. Complaints against APPSC can be made to the Chief Secretary, Government of A.P.
- c. Tribunal for Dicipinary Proceedings: Chairman- 2473 2120
- d. In each department, there is a Departmental Promotions Committee that could be addressed giving information about a particular officer who has been consistently violating the service rules by irregular conduct. These will certainly weigh against him and prevent him from doing greater harm in a more resposnible post.

National:

- e. Union Public Service Commission, Dholpur House, Shahjahan road, New Delhi-011. Ph: 011-2309 8591

74. Panchayath Raj:

- a. Panchayath Raj Dept., Secretariat: apprdsec@ap.nic.in
- b. Minister for Panchayati Raj: Sri J.C.Divakar Reddy, Block-J, Floor-3, Room-301, A.P Secretariat, Hyderabad-22. Ph: 23450708, 23450785(O) 23607846,23540395(R) 9848011113(C) e-mail: min_prrd@ap.gov.in

75. Parliament: • See Political also

Shri. D.R.Tiwari, Jt. Secretary, 87, Parliament House, New Delhi-01.
Ph: 011-2303 4734/2301 7893 Fax:011- 2379 2067

76. Passport Office: Delay, harassment, corruption.

A.P:

a. Regional Passport Officer, 414, Adjacent to Prashant Talkies, Kummari Guda,
Hyderabad-500003 e-mail: rpohyd@ap.nic.in Ph: 040 2770 4646 Fax: 2770 5656

b. Regional Passport Officer, Visakapatanam: e-mail: rpo.vizag@mea.gov.in

National: Website: www.indianpassport.nic.in/rpoi.htm

c. Chief Passport Officer, Ministry of External Affairs, Patiala House Annexe, Tilak
Marg, NewDelhi- 110 001 Ph: 011 2338 4519 Fax: 011 2338 4461

d. Nodal Officer:

Shri.Bambit Antony Roy, Jt. Secretary (CPV), Passport Division, 03, Patiala House
Annexe, Tilak marg, New Delhi-01 Ph: 011-23387104 Fax: 011-23782821
e-mail: jscpv@mea.nic.in

78. Petroleum and Natural Gas:-

Nodal officer & Director of Grievances: Petrol bunks, quality of the fuels.

Shri.B.Sam Bob, Director, Room No-204, 'B' Wing, 2nd floor, Shastri Bhawan,
New Delhi-110 001. Ph: 011-23386965 Fax:011-23389804/23383585
e-mail: dira.png@sb.nic.in

79. Planning Commission:

Complaint against the state government, if there is a gross misuse of funds, such
as, diverting plan-funds for non-plan expenditure, delays in the execution or
deviations in the projects from the central government allocations, etc.

Yojana Bhawan, Sansad Marg, New Delhi. e-mail: plancom@yojana.nic.in

Website: <http://planningcommission.nic.in>

- Sh. Rajeeva Ratna Shah, Secretary, Ph: 23096574 Extn: 2270 (O) 23383389(R)
Fax: 23096575

- Dr. Ranjan Katoch, Jt. Secretary (Admn. & PG), Room No-239-A, Ph:2309 6598,
2309 6666 Extn: 2269 Fax: 2309 6598 e-mail: rkatoch@yojana.nic.in

- Sri. Montek Singh Ahluwalia, Deputy Chairman, Planning Commission,
Ph: 011-2309 6677, 2309 6666/96 .Extn: 2132/34 e-mail:dch@yojana.nic.in

- Grievance relating to Socio-Economic Research Division, State Plans Division:

- Staff Grievance Officer-I, Shri T.R. Meena, Dy. Secy.(Adm.), Room No. 232,
Ph: 3714078, 3715481 Extn.2264 e-mail: trmeena@yojana.nic.in

- Staff Grievance Officer-II, Ms. L.N. Tochowang, Director (Fin.), Room No.237,
Ph: 3719088, 3715481 Extn.2267 e-mail: intochhawng@yojana.nic.in

81. Political Approach: > See Politicians and Parties, President, Governor, Legislative
Committees

80. Police:

a. Director General of Police: Lakdi-Ka-Pool, Hyderabad.
Ph: 23210756/2323 2831/5170(O) 23412046/0592 (R)
e-mail: polchiefap@hotmail.com ; dgp@appolice.gov.in

b. Control Room (City) 100/2323 2222

c. Control Room (Cyberabad) 2323 5398

d. Exchange (Connect all PS's) 2323 0191

e. Crime Stopper 1090

f. Crime (Spl.Inv.Team) 2785 2231

g. Complaint against Autos 2785 2482/86

- h. On-line Police complaint: hrchyd@hd2.dot.net.in
 - i. On-line Traffic complaints: 1073
DCP/ Addl. DCP, Traffic: Old Control Room, Opp. Public Gardens, Nampally, Hyderabad-1 Ph: 56537229, 2785 2482/66/86 e-mail: dcptraffic@yahoo.com
Addl. Commissioner of Police (Traffic-Hyd): tejdeep@indiatimes.com
 - j. Intelligence 23235132/3211175
 - k. Narcotic Drugs 23211 334
 - l. Task Force (in case of Police excesses) 2330 8708 / 339 4628
Commissioner of Police-Hyderabad City Shri V.Dinesh Reddy e-mail: cphyd@appolice.gov.in Ph: 2322 6363/2457 7349(O), 785 4721(R)
 - n. IGP-Intelligence 2323 5132/3796(O), 2332 0502, 2354 5780(R)
 - o. Addl. DGP (Law & Order) 2323 2688, 27852202 (O), 23231909(R)
 - p. Addl. DGP (Admn.) 2323 2941/2067(O), 2335 1612/8340(R)
 - q. Addl. DGP-CID/ Cyber Crime/ Interpol (Information would be kept confidential and the informant would be rewarded.)
 - r. Mr. M.L. Kumawat, Addl. DGP (CID) 2323 2879/2(O), 2774 5310, 23358340(R)
Website: www.cidap.gov.in could be used for passing on the information
 - s. Mr. Sivananda Reddy, SP/Interpol 2324 0661 e-mail: spadm@cidap.gov.in
 - t. Home Department: (Highest authority on Police matters): Prinicipal Secretary:
Ph: 2345 2143 / 2774 5310(R) / 2345 3170 / 2340 9398(R)
Fax: 2345 0175 / 2345 3170
Chief Secretary: Sri. Mohan Kanda: Ph: 2345 2620/2345 5340. Fax: 2345 3700
e-mail: csap@ap.nic.in
 - u. Minister for Home, Jails, Fire Services, Sainik Welfare: Sri. K. Jana Reddy, Block-J, Floor-8, Room-801, A.P Secretary, Hyderabad-22. Ph: 23457687, 23453900(O) 23371166, 23371199(R) 944049666, 9848045288(C) e-mail: min_home@ap.gov.in
Home Minister's Office, Secretariat: e-mail: home@ap.nic.in
In case, you have any difficulties to lodge a complaint with your local Police Station or any Police Station, then send a copy of your written complaint to the SP of the district or to the CP of the respective commissionerate.
 - v. Police Task Force: Fast and efficient action on the spot at short notice
81. Politicians & Parties: Firstly, all politicians, public representatives like MLAs, MPs, members and presidents of the local governments etc. and the Political parties will certainly take up your case, if you belong to the same constituency. They have, in addition, a moral obligation to take up the case. Seek specially the attention of the opposition leaders and parties. Secondly, more specifically, if you have any complaint against the behavior of the local politician, then you can address yourself to their own party high command and then to other parties. The parties have started drafting a code of conduct for their party members and complaints will have some effect on the selection of such members as candidates and to positions of power.

A.P:

- a. Minister for Legislative Affairs:** Sri Rosaiah Konejeti, Block-D, Floor-3, A.P Secretariat, Hyderabad-22. Ph: 23454766(O) 23731444(R) 9848782028(C) e-mail: min_fin@ap.gov.in A.P Secretariat: apsect@ap.nic.in
- b. Chairman, Ethics Committee, A.P State Legislative Assembly, Hyderabad.**
The legislators have a code of conduct to respect and the Speaker also can be approached in case of violations. e-mail: apla@ap.nic.in
- c. Bharathiya Janata Party: -**
Shri N. Indra Sena Reddy opp: Ajantha gate, exhibition grounds, Nampally, Hyderabad-500001

Ph: 040-24549161, 09848468358, 09440411499

State Head Office,

Ph: 040 2763 1177, 2766 2212 Fax : 040 2760 7199 e-mail: office@bjpap.org

Other e-mails of various departments:

president@bjpap.org; info@bjpap.org; ngocell@bjpap.org

- d. Telugu Desam Party:** To make complaints against the party members, leaders and against corporators, councilors, MLAs and MPs belonging to that party.

TDP State Office, N.T.R. Bhawan, Road no.2, Banjara Hills, Hyderabad-500 034

Ph: 2354 2100 to 107, 98493 - 97815 / 97816 Fax: 040 2354 2108

e-mail: tdp@telugudesam.com Website: www.telugudesam.org

- e. Pradesh Congress Committee (AICC):**

PCC President: Shri Keshaw Rao, 1st Floor, Gandhi Bhavan, Nampally,

Hyderabad-500 001 Ph: 24603718, 24602484(O) 9848029556(C)

Fax: 040-24602383 Website: www.aicc.org.in/andhrapcc/

National:

- f. Parliament:**

Shri. D.R.Tiwari, Jt. Secretary, 87, Parliament House, New Delhi-01.

Ph:011-2303 4734/2301 7893 Fax:011- 2379 2067

- g. Chairman, Ethics Committee, Parliament House, New Delhi-001.**

- h. Indian National Congress :** Chairman, AICC, 24, Akbar Road, New Delhi.

Smt. Sonia Gandhi 10, Janapath, New Delhi-011 Ph : 23019080, 23792263(O)

23014481, 23014161, 23012656(R) Extn.:441 Fax :23018651

e-mail: soniagandhi@sansad.nic.in; aicc@congress.org.in

Disciplinary Action Committee: Chairman: Shri L.P.Sahi, House No.763, Sector-8,

R.K. Puram, New Delhi Ph: 26181570 Website:www.indiannationalcongress.com

- i. Bharathiya Janata Party:**

President: Shri L. K. Advani, , 30, Prithviraj Road, New Delhi Ph:23794124/25,

2338 22 34/35, 23782163 Fax: 23017419 e-mail: bjpco@bjp.org

Chairman, BJP. Central office: 11, Ashoka Road, New Delhi- 110 001.

Website: www.bjp.org

- j. Communist Party of India (Marxist):**

Shri Harkishan Singh Surjit, General Secretary, A.K. Gopalan Bhawan, 27-29, Bhai

Vir Singh Marg, New Delhi 110 001 Ph: 011-23344918, 23363692, 23747435/36

fax: 011-23747483 e-mail: cpim@vsnl.com Website: www.cpim.org

- k. Communist Party of India:**

Shri A.B. Bardhan, General Secretary, Ajoy Bhawan, Kotla Marg,

New Delhi – 110002 .Website: www.cpofindia.org

- l. Planning Commission of India:** Complaint against the state government, if there is a gross misuse of funds, such as, diverting plan-funds for non-plan expenditure, delays in the execution of projects from the central government allocations, etc.

• See Planning Commission also.

82. Pollution Control : Against pollution of water, air, noise.

A.P.

Pollution Control Board, II floor, Maitrivanam, Huda Complex, SR Nagar, Hyderabad-38

Ph: 2373 1120/2373 1126/ 2373 4043/ 2373 2132. Fax: 2373 3261

e-mail: apspcb@hd2.dot.net.in Website: www.apspcb.org

a. Complaint Cell 2373 0567 /2374 8003

b. Social Scientist 2373 7625

c. P.C.B.Task Force 2320 2486

- d. Member Secretary (APPCB): Sri. Rajiv Sharma Ph: 2373 0567(O) 2340 1975(R)
Fax: 2373 3261 e-mail: apscd@hd2.dotnet.in

National:

CVO, Central Pollution Control Board, Parivesh Bhavan, East Arjun Nagar,
New Delhi-110 032

83. Post:

A.P.:

- a. Customer Care Centre 460 6848/47(Fax)
b. Postal Dept. i) Website : <http://www.indiapostoffice.net>
ii) Website : <http://www.indiapost.org>
c. Senior Superintendent of Post Offices, Secunderabad –500 016
d. Director of Postal Services: dps@ap.nic.in
e. Chief Post Master General: G.P.O. Abids, Hyderabad-500 001:
e-mail: cpmgap@ap.nic.in

National:

- a. Sri. S.C. Barmma, Director (PG & Vigilance) Room no.225, 2nd floor, Dak Bhawan,
Parliament street, New Delhi-110 001.Ph: 2309 6101/2303 6668 Fax:2309 6101.
e-mail: subash@indiapost.org
b. C.V.O, Department of Posts, Dak Bhawan, 11, Sansad Marg, New Delhi-1

84. President of India: On any matter of injustice and arbitrariness, as an ultimate

source for appeal.Presidential grace to pardon any deserving criminal.
Rastrapathi Bhawan, New Delhi e-mail: apjabdulkalam@yahoo.com

85. Press and Electronic Media: Contact them in cases where your personal or group efforts to obtain results have not been successful and when you want the public to be informed or you want the pressure from the public or from the media to be exercised.

They

run columns to air the grievances of the public or if the issue raised by you is spicy, they

might even undertake to investigate and expose the matter to the public and then the authorities wake up.

A.P.

1. Print Media:

0Press Information Bureau, Hyderabad: Ph: 2330 8414 Fax: 2339 9898/33709
e-mail: appib@ap.nic.in

- b. **Andhra Bhoomi**: Ph: 2780 3930, 2780 5056 Fax: 2771 8137
Sri. MVR Sastry, Editor-Andhra Bhoomi, S.D Road, Secunderabad.
Ph: 040-27803185, 27651630, 2780 5056 (O) 040-27632824 (R)
- c. **Andhra Prabha**: Ph: 2332 7178 Fax:2332 0539 e-mail: info@andhraprabha.com
Sri. KNY Pathanjali, Editor-Andhra Prabha, Vasavi Communications
Ltd., Publishers of Andhra Prabha, 6-3-4, Prem Nagar, Road
No. 1, Banjara Hills, Hyderabad-500 034. Ph:040-2332 7178, 2332 7178(O)
2332 6478(F) 5557 0564(R) 98851 55536(C), 9440169896
- d. **Andhra Jyothi**:Editor-Andhra Jyothi, 3rd Floor, Andhra
Jyothi Bldgs., Road No. 8, Banjara Hills, Hyderabad-500 034.
Ph: 2335 3542, 2335 4532/52(O) 2763 7128(R) 98494 96677(C) Fax: 2335 4305
- e. **Hindi Milap**: Sri. Vinay Vir, Editor, Daily Hindi Milap, 5-4-674,
Kattalmandi, Hyderabad-500 001. Ph: 040-2465 5598, 2473 2583(O) 2460

2848(R)

- Fax: 2473 2586
- f. **Deccan Chronicle:** e-mail: editor@deccanmail.com
Ms. A.T. Jayanthi, Editor, S.D. Road, Secunderabad.
Ph:040-2780 3930/1249/5056, 2780 1249(O) 2780 1173(R) Fax: 2780 5256
- g. **Munsif:** Sri. Khan Latif Mohd Khan, Editor, Off: 5-9-62, Khan Lateef Khan Estate, F.M.C. Road, Hyderabad. Ph:040-2323 5799, 5566 0007(O) Fax: 5578 7786
e-mail: hyd1_munsif@sancharnet.in
- h. **Times of India:** Ph: 5561 2546/45 Fax:5566 2244
Sri. P. Balu, Bennett, Coleman & Co. Ltd., Times House, Road No. 3, Banjara Hills, Hyderabad-500 034. Ph:040-2335 4226(Direct), 2335 5335, 2335 2505(O) 98480310095283(C) e-mail: toihyd@india-times.com
- i. **The Hindu:** Sri. D. Kesava Rao, Chief of Bureau, 6-3-879&879 B, Begumpet Public Road, Hyderabad-500 016 Ph:040-2340 3905/04(O) 2341 1450(R)
Fax: 2340 2902 e-mail: letters@thehindu.co.in; thehindu@vsnl.com
- j. **Vaaritha:** editor@vaaritha.com; onlineeditor@vaaritha.com
Sri. T. Ashok, Editor, 396, Lower Tank Band, D.B.R. Mill road, Hyderabad-500 080. Ph: 040-2764 4999/3994, 5558 8789(O) 2715 411(R) 98481 91767(C) Fax: 2764 2512
- k. **India Today:** Ph: 2340 2481(O) Fax: 2339 4484, 2340 3484
Sri. Amarnath Menon, 6-3-885/7/B, Somajiguda, Hyderabad-500 082.
Ph:040-2340 1657, 2339 0481, 2340 1649, 2340 0479(O)
- l. **Deccan Herald:** Sri. R. Akileswari, Special Correspondent, G-4, Emerald House, S.D. Road, Secunderabad-500 003.Ph:040-2784 8369(O) 2779 4040(R)
- m. **Hindustan Times:** Ph: 2323 2150, 2337 6673 Fax: 2337 6670
e-mail: feedback@hindustantimes.com
Sri. Ashok Das, Special Correspondent Ph: 2376 673, 2323 3148(O)
- n. **Telegraph:** Sri. G.S.Radhakrishnan, Special Correspondent Ph: 2331 7147(O) 2761 2496(R) 98850 12496(C)
- o. **PTI:** The Press Trust of India Limited, PTI Building 4, Parliament Street, New Delhi - 110 001 EPABX 23716621-24, 23313196, 23316355, 23315924, 23312580 Telex 031- 61872 Fax 23716527 (CEO) 23329219 (RMO) 23718714, 23715337 (Editorial) 23311694 (Bhasha)
E-mail newsagency.ptinewdelhi@gems.vsnl.net.in; trans@pti.org.in
-Sri. Subramanyam, Chief of Bureau, PTI building, A.C. Guards, Hyderabad-500 004. Ph: 2339 8586/7878(O) 2111 5824(R) Fax: 2337 0930
- p. **UNI:** Sri. Deepak Battacharya, Chief of Bureau, United News of India, UNI building, 10-1-1200, A.C. guards, Masab Tank, Hyderabad-500 004.
Ph: 2331 4257/09(O) 2703 7258(R) Fax: 2339 0650
- q. **Siasat:** Sri. Zahid Ali Khan, Editor-The Siasat Daily, J.N.Road, Abids, Hyderabad-01.
Ph: 2460 3666, 2474 4180(O) 2331 6137(R) Fax: 2461 0379
e-mail: info@siasat.com ; siasat_daily@yahoo.com
- r. **Prajashakthi:** Sri. V. Srinivasa Rao, Editor, Street No-1, Ashok Nagar, Hyderabad-20.
Ph: 2766 5420 Fax: 2763 9921 e-mail: editor@prajashakti.com
- s. **New Indian Express:** Sri. G.S.Vasu, Chief of Bureau, Plot No-2, Door No: 6-3-1186,

Behind Blue Moon Hotel, Begumpet, Hyderabad-016. Ph: 2341 4181(O) 2322 4546(R)

e-mail: editor@expressindia.com

- t. **Visalandhra:** Sri. K. Srinivasa Reddy, Resident Editor, Makhdoom Bhavan, Himayathnagar, Hyderabad-29. Ph: 2322 1738(O) 2711 4786(R) Fax: 2322 1257

2. Electronic Media:

- a. **Siti Cable (Hyd City):** Siti Cable Network Ltd., #6-2-929, DB Enclave, Behind BPCL

Petrol bunk, Khairatabad, Hyderabad. Sri. Jagan Mohan Reddy, Bureau Chief.
Ph: 2337 2158/4613, 5562 3375, 5551 5429(O) Fax: 2337 2822

- b. **Teja:** Sri. Kiran/Sri. Ramesh Babu Ph: 2335 8672, 2337 5836(O) 98490 56949/935(C)

- c. **Vissa Channel:** Ph: 2355 6204

Sri. I. Satyanarayan Rao, Editor, Vissa Television Network Ltd., #157-A, Kamalapuri

Colony, Phase-III, Hyderabad. Ph:5656 0094(O)

Fax:A.Pfilm Chambers2354 0389, 2355 6205

- d. **Sahara India:** Opp. A.P Secretariat, Next to Amrutha Castle, Sahara Manzil, Hyderabad.

Ms. Rajya Lakshmi Trivedi, Correspondent. Ph & Fax: 5566 6668/9 98483 89980(C)

- e. **Aaj Tak:** TV Today Network Ltd., 6-3-885/7/B, Somajiguda, Hyderabad-082.

Ph & Fax: 2340 3484

Sri. Anurag Tripathi, Bureau Chief. Ph: 2341 5408(O) 98495 41963(C)

- f. **NDTV:** T. S. Sudhir/Uma Sudhir, Correspondent Ph & Fax: 2776 9006 (O) 98480 29198(C) Ms. Sunitha Patil / Sunil, Correspondent Ph: 98480 29004(C)

- g. **Zee TV:** Zee Telefilms Ltd., # 6-2-929, DB Enclave, Behind BPCL Petrol bunk, Khairathabad, Hyderabad -29 Ph: 2323 3243(O) 98496 66948(C) Fax: 23373242

Sri. Prasad Bosekar, Correspondent Ph: 2337 3242(O)

Sri. Shailesh Reddy, Special Correspondent Ph: 2337 3242(O) 98490 25997(C)

- h. **Star TV:** Star India Private Ltd., 105, Mahavir House, Basheer Bagh Square, Hyderabad-29. Sheik Ahmed Ali, Correspondent. Ph: 5566 8555(O)

- i. **Eenadu:** Eenadu Complex, Somajiguda, Hyderabad-082. Ph: 2332 5695

Fax: 2331 9698/3323, 2332 5659/1854

Sri. Y. S. R. Sharma, Gen. Desk Incharge. Ph: 2331 8181(O) 2381 5477(R)

Sri. Raghu Babu, Editor-Prathidwani. Ph: 2330 6241(O) 2374 5374(R)

98484 44360(C)

TV9: #97, Road # 3, Banjara Hills, Hyderabad, AP Ph: 040-2335 2900/5339/2300

Fax: 040-2335 1522/53 e-mail: info@tv9.net Website: www.tv9.net

Sri. Amar, News Anchor. Ph: 98480 48536(C)

- k. **In Cable:** In Cable Net (Andhra) Ltd., Om Plaza, Street No.7, Domalguda, Hyderabad-29. Sri. R. V. R. Chowdary, M. D. Ph: 5562 1011, 5550 7167/9(O) 98490 56949(C) Fax: 5562 1012, 2766 8445

- l. **Maa TV:** MAA Television Network Ltd., Corp. Off: #6-1-85/9, "Sarala Sadan", Opp.

Telephone Bhawan, Saifabad, Lakdi- Ka-Pool, Hyderabad-04.

Ph: 2341 7795/55, 5578 1678 Fax: 2341 7756

Sri. Satish Babu, Chief of Bureau. Ph: 5578 1678(O) 98480 54686(C)

m. C Channel: Hathway Cable & Datacom Pvt. Ltd, Flat # 603 & 604, 6th floor, Mahaveer

Chambers, Liberty 'X' roads, Himayat Nagar, Hyderabad-29.

Sri. C. Rajasekar, MD- C Channel Ph: 2326 0928/27, 5566 7295(O) 98480
24060(C) Fax: 5566 7285

3. Comlaints against the Newspapers:

a. Office of the Registrar of Newspapers for India:

Shri. Uday Moray, Dy. Press Registrar, West Block-8, Wing-2, R.K Puram,
New Delhi Ph: 011-26106251 Fax:011-26176553 e-mail: iandb@hub.nic.in

b. Press Council of India: To lodge complaints against the Media and press reporting on events and persons. The Council functions under the Press Council Act 1978. It is a statutory, quasi judicial body which acts as a watchdog of the press. It adjudicates the complaints against and by the press for violation of ethics and for violation of the freedom of the press respectively.

Soochna Bhavan, 8-C.G.O. Complex, Lodhi Road,
New Delhi-110003 E-mail : pci@alpha.nic.in, pcids@vsnl.net

c. Ministry of Information and Broadcasting (<http://mib.nic.in>)

86. **Quality Tests:** If you want to prove the quality or lack of it of any product bought or

borrowed by you. They can verify the I.S.I.mark. Some of them might even be providing legally valid certificates. CBI has direct access to these institutes. Some of these organizations can even raid, seize the goods and prosecute the seller and the producer of fakes and copies.

A.P:

a. Engineering Research Department (for Bricks, Cement, Mortar store, Soil, Water, etc)

Red Hills, Hyderabad- 500 057. Ph:2222 0166

b. Power, Water & Waste Water Experts – Parthasarathi Technical Consultancy Pvt. Ltd, 1-7-179/3, Plot No. B6, Kamalanagar, ECIL, Hyderabad. Ph: 2715 3523

c. National Academy of Construction: Construction Workers Training Institute in Ijzatnagar, near Hitech City: website www.cwti-india.org (to engage qualified workers

for maintenance or construction work)

d. State Forensic Laboratory (for paints, general assessment of quality and cost of stores

like furniture, cloth, equipment, etc.) Red Hills, Hyderabad-500 004 Ph: 2222 0166

Director:Dr.K.P.C.Gandhi Ph:2339 0398(O)2340 1840, 2785 2262(R) Fax: 2339 4449

e. Indian Institute of Chemical Technology (IICT) in case of adulteration of edible oils.

Uppal Rd., Hyderabad-500 007.

Fax: 2717 3387, 2717 3874

☛ See also Bureau of Indian Standards.

National:

- g. C.F.S.L. Kendriya Karyalaya Parisar (for testing the quality of cement, aggregate, concrete, bricks, bitumen, chemical composition of steel, sand, classification of timber, and also forensic tests) Block 4, Lodhi Road, New Delhi-110003. Ph: 22361396
- h. Indian Institute of Technology (for testing the quality of all building materials) Hauz Khas, New Delhi- 110 016. Ph: 2666 979
- i. Central Drug Research Institute (analysis of chemicals and drugs, except Ayurvedic, Unani, Sidha and Homeopathic medicines.)Chattar Manzil, P.B. -173, Lucknow-01. Ph: 2223411-18
- j. National Sugar Institute (for sugar and sugar products as also various chemicals and materials used in sugar industry)P.O. NSI, Government of India, Kanpur-208 017. Ph: 2243016/2243216/2243416
- k. PWD Research Institute (for soil, concrete and aggregates and all building materials) Chepauk, Chennai, Tamil Nadu.
- l. Central Bureau of Narcotics (for narcotics and dangerous drugs) 19, Mall Road, Murar, Gwalior-474001, Telex: 0566/217 Ph: 2225253/8551/2223253
- m. Directorate of Vanaspati in case of adulteration of edible oils. Vegetable Oils and Fats, Block 2, CGO Complex, New Delhi-110 003
87. Railways: South Central Railway Head Quarters, Rail Nilayam, S. D. Road, Secunderabad-500 003 Ph: 2783 3150
(Senior Deputy General Manager will act as the Chief Vigilance Officer of S. C. Railway)
- A.P:**
- a. Railway Police (State Govt), S.P.(Complaints against Auto/Taxis) 2780 0191/2770 4050
- b. Rly. Protection Force (Control Room) (Complaints within Rly. Premises, Porters) Ph: 27833366, 2770 1862
- c. Chief Security Commissioner / RPF:
Shri. B. Kamal Kumar Ph: 27822223 (O) 27003283 (R) 9848011711(C)
- d. Chief Vigilance Officer (General) (complaints against Rly staff) 2783 3150
- e. Chief Claims Officer (Claims Tribunal) 2783 2214
- f. Judicial Member 2783 0073
- g. Chief Operating Manager, (for late running of trains etc.) 2783 4267
- h. Chief Commercial Manager, Sri. K. Bhaskar, 27834275(O) 27003328 (R) 277-86249(O-Rly) 277-89398(R-Rly) (for refunds/catering/tickets)
- i. Inspector General of Police (cheating in the trains, against Rly police) 2780 0191
- j. Sr. Dy. GM(Chief Vigilance Officer-South Central Railway): Sri. P.C.Kumar Ph: 27830516(O) 277-86495(O-Rly) 27831764(R) 277-86496(R-Rly)
- k. General Manager- South Central Railway: gm@scr.railnet.gov.in
Addl. DG/ Rly, Sri. Yadav S.S.P, Ph: 23235498(O) 23402414(R) 277-86848(O-Rly)
Addl. DG/ Railways: Sri. A. Sivasankar, Ph: 2782 0352/2761 5983

National:

- l. Executive Director, Public Grievances, Ministry of Railways, Railway Board, Rail Bhawan, Raisina Road, New Delhi- 110 001
 - m. Vigilance advisor: Sri. Shiv Kumar Ph:011- 2338 4439 e-mail: amvig@rb.railnet.gov.in
 - n. Suggestions should be sent to: Room no. 236, Rail Bhawan, Rafi Marg, New Delhi-01.
e-mail: crb_rail_suggestions@rb.railnet.gov.in
 - o. Nodal Officer's for Passenger Services on Indian Railways:
 - Shri. O.P. Chawla, Jt. Director Traffic Comm.(G), Railway Board, Rail Bhawan, New Delhi-01. Ph:011-23382745 Fax:23303714 e-mail: jdtecg@rb.railnet.gov.in
 - Dr. A.K.Goyal, Executive Director(Passenger Ammenities), 472, Rail Bhawan, New Delhi-01. Ph:011-23384860 Fax:011-23384860 e-mail: edpm@rb.railnet.gov.in
 - Sri. R.P.Takur, Director(Passenger Marketing), Room.461, Rail Bhawan, New Delhi.
Phone & Fax: 2338 5284, 2330 3516
 - p. Director of Grievances:
Ms.Padmakshi Raheja, Executive Director(PG), 4th floor, Room no-471, Rail Bhawan,
New Delhi-01. Ph: 011-23386203, 23303689 Fax: 011-23386203
e-mail: Edpg@rb.railnet.gov.in
 - q. Minister for Railways:
Mr. Laloo Prasad Yadav, Ph: 011-23381213(O), 011-23386645(O), 44740(O-Rly), 011-23792448(R), 011-23794267(R), 44741(R-Rly), Parliament House-011-23017061,011-23034153, 44750(Rly) 09811001477(C)
PS to Minister of Railways: Ph: 011-23388425(O), 011-23383668(O), 44742(O-Rly)
09810039038(C)
 - p. Minister of State for Railways:
Ph: 011-23382323(O), 011-23384413(O), 44760(O-Rly), 011-23384372, 23782256(R), 44761(R-Rly), 09810637325(C)
OSD to Minister of State for Railways: Ph: 011-23385125(O), 44762(O-Rly), 09818454701(C)
88. Ration Shops: see Civil Supplies
88. Revenue:
- A.P:**
Minister for Revenue, Relief and Rehabilitation: Sri D. Prasada Rao, Block-D, Ground
Floor, Room-142, A.P Secretariat, Hyderabad-22. Ph: 23453212(O) 23214981(R) 9440496999(C) e-mail: min_rev@ap.gov.in
Minister for Revenue, Secretariat : minrev@ap.nic.in
- National:**
Director of Grievances
Dept. of Revenue Hqrs, Ms.Anuja Sarangi, Jt. Secretary, North Block, Room No: 144A,
North Block, New Delhi-01. Ph:011-23092282 Fax:011-23092282
89. Rural Development, loans and grants:
- A.P:**

a. National Bank for Agricultural and Rural Development (NABARD): This bank gives loans to several rural development projects. Also micro-credit facilities and to Self-Help

Groups. Complaints can be made to this body on the functioning of many rural development projects for which NABARD gives loans. www: Nabard.org
Sri. J.R. Saranagal, Chief General Manager, A.P. Regional office, NABARD.

1-1-61

RTC X Roads, P.Box. no. 1863, Musheerabad, Hyderabad-20. Ph: 2761 3096/3834/1088.

Fax: 2761 1829 e-mail: nabhyd@hd2.vsnl.net.in

b. **Secretary for Rural Development, L-Block, 8th floor, A.P Secretariat, Hyderabad.**

Ph: 2345 4832(O) 2335 6099(R) 98481 62083(C) Fax: 2345 0608

c. **Minister for Rural Development, Rural Water Supply and Employment generation,**

Sri D. Srinivas, Block-J, Floor-8, A.P Secretariat, Hyderabad Ph: 23452392, 23450515(O), 23315999,23395154 (R), 9848029556(C) e-mail:

min_rd@ap.gov.in

National:

a. Nodal Officer: Council for Advancement of People's Action and Rural Technology:-

Ms. Pragya D. Varma, Editor, India Habitat Centre, Zone-5A, (Core-C), 2nd Floor, Lodhi road, New Delhi-03. Fax: 011-24648607 EPABX:011-24642395 (10 lines) e-mail: pragya@caparthq.delhi.nic.in

b. NABARD: Plot no. C-24, G Block, Bandra-Kurla complex, P.O. Box. No.8121 Bandra-

East, Mumbai- 51. e-mail: contact@nabard.org

INSPECTION WING: Sri. A.K. Garg, Chief General Manager, 3rd floor, D wing. Ph: 022-2652 8221 Fax: 2653 0097. e-mail: nabiad@bom5.vsnl.net.in

c. Director of Grievances: Dept. of Rural Development & Drinking Water Supply: Dr. R.C.Panda, Jt. Secretary (TM) & CVO, 9th Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi-03. Ph:011-2338 4707 Fax:011-2338 4703 e-mail: satish@rural.delhi.nic.in

0 d. Dept. of Land Resources:

Shri. D.P.Roy, Director (Admn.), Room No-108, NBO Building, Nirman Bhawan, New

Delhi-01. Ph: 011-2301 2456 Fax:011-2301 2456 e-mail: roydinesh@hotmail.com

e. Secretary to Minister of Rural Development: Sri. M. Shankar, Ph: 2338 4467, 2338 2230

Fax: 2338 2408

90. **Schools: Bad management of government and aided schools and allied central-government-funded schemes.**

A.P:

a. District Education Officer (Hyderabad City): 2461 6588/0845

District Education Officer (Ranga Reddy District), 177, Spoorthy Bhawan, Lakdi-Ka-Pool, Hyderabad Ph: 2323 2557, 2324 4271, 2422 3666

b. Directorate of School Education Board of Secondary Education. Saifabad, Hyderabad-04 Ph: 2323 6821/6823/24/25 e-mail: dse@ap.nic.in

- c. Commissioner of School Education: Dr.Manmohan Singh:
Ph: 2323 1972/2343(O) 2341 2668(R) Fax: 2323 6354
- d. Grievances Cell: 2321 2018, 2329 9089
- e. Commissioner of Govt. Examinations:
Joint Commissioner-2323 7344(Phone & Fax) Deputy Commissioner-2323 7343
- f. Minister for School & Adult Education, Libraries: Smt Rajyalakshmi .N, Block-D,
0 Floor-2, A.P Scretariat, Hyderabad Ph: 23453215, 23454862(O),
1 23403333,23413444 (R) 9848071177 (C) e-mail: min_se@ap.gov.in

National:

- a. Central Board of Secondary Education: Complaints against the schools functioning with their affiliation.to this CBSE system.
Chief Vigilance Officer, Shiksha Kendra, Community Center, Vikas Marg, Preet Vihar, New Delhi-110 092. www. cbse.nic.in
- b. Indian School Certificate Examination: Complaints agains the schools functioning with
CISCE
CISCE- Pragathi House, 3rd floor, 47/48 Nehru Place, New Delhi- 19. Ph: 011. 2641 1706/2641 3820. Fax: 2623 4575/2621 2051.

91. Science and Technology:

A.P:

- a. Minister for Science and Technology: Sri Vijayarama Raju Satrucharla, Block-D, Floor-2, A.P Secretariat, Hyderabad-22. Ph: 23450275,23450533(O) 9848782020,9440192363(C) e-mail: min_frst@ap.gov.in

National:

- a. Nodal Officer: Dept. of Bio-Technology:
Shri. U.N.Behera, Jt. Secretary(Admn.), Block No.2, (7th Floor), CGO Complex, Lodhi Road, New Delhi-03 Ph:011-24362982 Fax:011-24362884 e-mail: unbehera@dbt.nic.in
- b. Nodal Officer:Dept. of Science and Technology:
Shri. Avinash Dikshit, Director, Room No-1, Technology Bhawan, New Mehrauli Road, New Delhi-16 Ph:011-26862513 Fax:26864570 e-mail: avinashdikshit@hotmail.com
- c. Nodal Officer - Director of Grievances:
Shri.R.P.Balwan, Director, Technology Bhawan, New Mehrauli Road, New Delhi-016. Ph: 011-2652 4894 Fax:011-2686 4570/1,2686 2418 e-mail: rpbalwan@rediff.co.in
- d. Nodal Officer: Dept. of Scientific and Industrial Research:
Shri. Sudhir Kumar, Jt. Secretary(Admn), Anusandhan Bhawan, Rafi Marg, New Delhi-01. Ph:011-2371 6582
- e. Nodal Officer: Dept. of Bio-Technology:
Shri. S.L.Bhat, Jt. Secretary, Room No-711, Block No.2, 7th floor, CGO complex, Lodi Road, New Delhi-03. Ph:011-2436 2982 Fax: 011-2436 2884 e-mail: bhat@dbt.nic.in
- f. Nodal Officer: Dept. of Ocean Development:
Shri. Rakesh Kumar, Dy. Secretary, Room No-123, Mahasagar Bhawan, Block No-12, CGO complex, Lodi Road, New Delhi-03. Ph:011-2436 0082 Fax:011- 2436 0336, 2436 0779 e-mail: rakesh@dod.delhi.nic.in

92. Small Scale Industries:

A.P:

- a. Commissioner of Industries: Ph: 2320 1235(O) Fax: 2320 1335 2340 4291(R)
- b. Principal Secretary (Industries & Commerce Dept.): Ph: 2345 4449/2985
Fax: 2345 2985 23354965(R)
- c. Minister for Major Industries, Commerce and Export Promotion: Sri
Satyanarayana Botcha, Block-D, Room-344, A.P Secretariat, Hyderabad.
Ph: 23455976,23450004(O) 9440192799,9848192929 (C)
e-mail: min_inds@ap.gov.in

National:

(Nodal Officer)

- d. Dept. of Small Scale Industries & Agro & Rural Industries / Office of the
Development Commissioner (SSI):
Smt. Stuti Kacker, Jt. Secretary, Room No:122-B, Udyog Bhawan, New Delhi.
Ph:011-23016636 Fax:011-23016636 e-mail: stutikacker@hub.nic.in
- e. National Small Industries Corporation:
Ms. Niti Sethi, Company Secretary and Nodal Officer, N.S.I.C. Bhawan, Okhla
Industrial
Estate, New Delhi-20 Ph:011-26312864 Fax:26926820 e-mail:
csec@nsicindia.com

93. Social Welfare: Corruption and arbitrary sanctioning of funds to undeserving NGOs ,

inefficient maintenance of hostels.

- Commissioner: T.S. Bhawan, Masab Tank, Hyderabad.
Sri. P. Sundera Kumar Ph: 2339 1039, 2339 1361(O) 2354 1041(R) Fax: 2339 1039
e-mail: commrsw.apcsw@ap.gov.in; apsw@ap.nic.in
- Minister for Social Welfare: Sri Redya Naik Dharmsoth, Block-D, Ground Floor,
Room-151, A.P. Secretariat, Hyderabad-22. Ph: 23453220(O) 55101515(R)
9848782005,9849276007(C) e-mail: min_sw@ap.gov.in
- Minister for Backward Classes Welfare: Sri Capt. V. Lakshmikanth Rao, Block-D,
Floor-3, A.P Secretariat, Hyderabad-22. Ph: 23453222,23451217(O) 23702299,
23703399(R) 9848072844(C) e-mail: min_bcw&f@ap.gov.in
- Director of Grievances:
Ministry of Tribal Affairs:
Shri.S.Chatterjee, Jt. Secretary, Room No-734, 'A' wing, Shastri Bhawan,
New Delhi-01. Ph: 011-2338 3622 Fax:011- 2307 3607

94. Space Department:

(Nodal Officer)

Shri. V.V.Bhat, Jt. Secretary, Antariksh Bhawan, New B.E.L Road, New Delhi-94.
Ph:080-3416393, 2172303 Fax: 080-3418237 e-mail: vvbhat@isro.org

95. Taxes: Charter for Tax Payers: It is under CBDT. Ph:2309 2837 (fax) e-mail:dirhqrs@finance.nic.in

96. Tele-Communications: Against MTNL, BSNL. VSNL and private sector operators.

A.P:

- a. DGM Vigilance, M. Koteswar Rao, IVth floor, Triveni complex, Abids,
Hyderabad-01.

Ph: 2320 0226 Fax: 2320 4090

Vigilance Officer, Room No. 226, Suryalok Complex Gunfoundry, Hyderabad-01

Ph: 2323 2677 Fax: 321 2300

b. Chief General Manager, AP Telecom Circle, Door Sanchar Bhawan,
Nampally, Hyderabad- 500 001 Website: www.aptelecom.gov.in Ph: 2320
2121/1555

Fax: 2320 1174 e-mail: cgmmap@bsnl.in

c. Telephone advisory committee Chairman: 2320 1555

d. Telephone Adalats (contact any exchange to know the exact date and the venue)

National:

e. Sri. G.P. Srivastava, Deputy D.G. (Pg), Room 604, Sanchar Bhawan, 20- Ashoka
Rd,

New Delhi-01 Ph: 2337 2131/ 2303 6576 Fax:2337 2605 e-mail:

ddgpg@sancharnet.in

f. Complaints to Central Minister, Peoples Complaints Centre, Ministry of
Telecommunications, New Delhi-1 Fax: 337 2345 Ph: 011-2337 2406

g. Joint Secretary, Department of Telecommunications (DoT), Ministry of
Communication, Sanchar Bhawan, Ashoka Road, New Delhi- 110 001.

e-mail: ddgpg@sancharnet.in

C.V.O, Department of Telecommunications Services, Sanchar Bhawan, Ashoka
Road,

New Delhi- 110 001

f. T.R.A.I.- Telecom Regulatory Authority of India: A 2/14, Safdarjung Enclave,
New Delhi-110 029 Phone-fax: 2610 3294 e-mail: traid@del2.vsnl.net.in

97. Tenders: If you have proof that the tender process by the government departments is
manipulated.

a. Commissioner of Tenders: A.P Secretariat, Saifabad, Hyderabad-01. Ph: 2322
5451

• See Chief Secretary of A.P.

97. Textiles:

A.P:

a. Complaints against the functioning of the weavers' cooperative societies.

A.P State Handloom Weavers Co-operative Society Ltd. (APCO):

Jt. Registrar: 23220571 General Manager: 2322 4397

Vice-Chairman & Managing Director: 23220981

b. Complaints against the functioning of the quality of the products, like Khadi; against
the

Khadi sales outlets and abuse of government funds.

A.P Khadi & Village Industries Board:

Chairman: L.Ramana- 2339 1031 (O) 2650 4341 (R) Fax: 2339 7353

c. Minister for Handlooms: min_hdlms@ap.gov.in

National:

Nodal Officer:

d. Textiles Ministry:

Shri. Chander Bhan, Director, Room No-235, Udyog Bhawan, New Delhi.

Ph:011- 23010494 Fax:011-23793451 e-mail: cb@hub.nic.in

e. Office of the Development Commissioners for Handlooms:

Shri. B.P.Singh, Addl. Development Commissioners(Handlooms), Udyog

Bhawan, New Delhi-011 Ph:011-23011238 Fax:23792429

e-mail: dchl@hub.delhi.nic.in

- f. Textiles Committee: Shri. R.C.M.Reddy, Secretary, "Crystal", 3rd Floor, 79, Dr. Annie Beasant Road, Worli, Mumbai-18. Ph:022-24935349 Fax:022-24964521 e-mail: secy@giasbm01.vsnl.net.in
 - g. Central Wood Development Board: Executive Director: Dr.D.K.Dhodawat Ph:(0291)433967&616328 Fax: (0291)439017
 - h. Central Wool Development Board: High court colony, Ratnada, Jodhpur, Rajasthan-342011 e-mail:cwdb@salcharmat.in
 - i. Jute Manufactures Development Board: Assistant Secretary: Shri.J.K.Sen, 3A Park Plaza. 17, Park, Street, Kokata-700 016 Ph: (033)2226-3438,(033)2217-2107 Fax (033)2217-2456 e-mail: jmdc@jute.com ; jmdcindia@vsnl.com
 - j. Central Silk Board: Shri P.Joy Oommen, Member Secretary, CSB Complex B.T.M.Layout, Madivala, Bangalore-668 068. Ph: 080-6680190, 080-6681511 e-mail: ms@bngcsbco.kar.nic.in
 - k. The Jute Corporation of India Limited, 15-N, Nellie Sengupta Sarani (7th Floor), Kolkata -700087. Shri Sadhan Basu, Marketing Manager. Ph: 033-2216-6951, 033-2216-5 Fax: 033-2216-6771 e-mail: jutecorp@vsnl.net
 - l. The Cotton Corporation Of India Limited, Kapas Bhavan, A, Sector-10, Plot.No.3- CBD, Belapur, , Navi Mumbai-400614 Shri M.M.Jain, Director (Finance) Ph:022-27579218(D), 27579217 (Board) Fax: 022-27576030, 022-27579219 e-mail:df@cotcorp.com ; headoffice@cotcorp.com
 - m. National Centre for Jute Diversification (NCJD): Shri .S .Pal, Secretary, ICMARD Building, 8th Floor,Block 14, CIT Scheme V11(M) Ultadanga,Kolkata-700067. Ph: 033-2356981 Fax: 033-23561270
 - n. Ministry of Textiles: Ms.Kiran Dhingra, Jt. Secretary, Room No.232, Udyog Bhawan, New Delhi-011. Ph: 011-2301 4192 Fax: 011- 2379 3451 e-mail: jskd@ub.nic.in
98. Tourism and Culture: Poor maintenance of the heritage buildings.
- A.P:**
- a. Secretariat: aptourd@ap.nic.in
 - b. Minister for Tourism & Sugar: Dr J. Geetha Reddy, Block-D, Floor-1, A.P Scretariat, Hyderabad. Ph: 23453210, 23453211(O), 56270999,2780 4432(R) 9848051322(C) e-mail: min_trsm@ap.gov.in
- National:**
- (i) Dept. of Tourism: Smt. Rashmi Verma, Addl. Director General, Parivahan Bhawan, 1, Sansad Marg, New Delhi-01. Ph: 011-2371 5717
 - (ii) Dept. of Culture: Shri. K.Jayakumar, Jt. Secretary, 'C' Wing, Shastri Bhawan, Room No-334, New Delhi-01 Ph:011-23381198 Fax:2338 2907 e-mail: K_jayakumar@email.com
99. Trade & Publicity: In case of unfair trade practices, cartels, unreasonable prices & fraudulent publicity.
- a. Competition Commission of India. Formerly, Monopolies & Restrictive Trade Practices Commission.(MRTPC)

Kota House, Shahjahan Road, New Delhi: Ph: 011-2338 5336

- b. Director General of Investigation and Registration, M..R.T.P. Travancore House, Kasturba Gandhi Marg, New Delhi-110 001
- c. In case of fraud in trade marks: Registrar of Trade Marks, Okla Industrial Estate, New Delhi-110 020

100. Transport, Roads and Highways:

A.P:

- a. **APSRTC:** Sri. P. Gautam Kumar, Managing Director, Administrative building, APSRTC Bhawan, RTC 'X' roads, Hyderabad-28 Ph:2761 5983/5038
Fax: 2761 7135 e-mail: mdapsrtc@yahoo.com
Communication cell (in case of sudden disruption of services etc.) 2761 6935
.Complaint Cell 2460 1126
.Vigilance Department 2322 4925
.Public Relations Officer 2761 6234
- b. Transport Commissioner (State Road Transport Authority): Mr. Giridhar
Ph: 2326 1515 Fax: 2322 2963 e-mail: comsta@ap.nic.in

Joint Tr. Comm: C.L.N. Gandhi: 2331 2895

Complaints to Road Transport Authority: 1074

- c. Sp. Chief Secretary: Janaki R Kondapi: 2345 4591; 2345 3237 Fax:2345 0104
- d. Transport, Roads and Buildings Dept., Secretariat: aptkbd@ap.nic.in
- e. Minister for Transport: Sri S. Santosh Reddy, Block-D, Floor-2, Room-345, A.P Secretariat, Hyderabad Ph: 23453233, 23450455/4862 (O) 9440745673(C)
e-mail: min_tpt@ap.gov.in
- f. Minister for Roads & Buildings: Sri J. Ramamohana Rao, Block-J, Floor-5, Room-503, A.P Secretariat, Hyderabad-22. Ph: 23451143,23454168(O)
9848184099,9848782027(C) e-mail: min_r&b@ap.gov.in

National:

- Nodal Officer:
Shri. P.S.Rana, Dy. Secretary, Room No-233, Transport Bhawan, Sansad Marg, New Delhi-01. Ph:011-23714974 Fax:011-23311802
- Director of Grievances:
Shri.Alok Rawal, Jt. Secretary, Parivahan Bhawan, oom no-512, Sansad Marg, New Delhi-01. Ph:011-23717294 Fax:011-23311802 e-mail: alokr@mail.nic.in

100. Universities: > See Colleges and universities

101. Urban Development:

National:

- Nodal Officer, Delhi Development Authority:
Smt.Meena Pahwa, Dy.Director(PG),4th Floor,B-Block,Vikas Sadan, INA, NewDelhi. Ph: 24690431 Extn.2141, Fax:24626248
- Central Public Works Dept.:
Er. Shashi Kant, Director of Works(PM), Room No:115-116, 'A' Wing, Nirman Bhawan, New Delhi-011. Ph:011-23016120 Fax: 011-23016118
- Directorate of Estates:
Shri. N.N.Mathur, Addl. Director of Estates(Estt.), Nirman Bhawan, New Delhi
Ph: 011-2301 4448 Fax: 011-23010384
- Land and Development Office:
Shri. V.Sree Kumar, Public Relations Officer, Land and Development Office, Nirman Bhawan, New Delhi-11. Ph:011-23010915 Fax:011-23010384
e-mail: idopg@hub.nic.in

- Dept. of Urban development, Employment and Poverty Alleviation:
Shri. M.Rajamani, Jt. Secretary (UD & Admn.), Room No-220, 'C' Wing,
Nirman Bhawan, New Delhi-011. Ph: 011-2301 7252 Fax: 2301 7252
e-mail: Rajamani_muthu@hotmail.com

102. Wasteful and Undue Expenditure by the Departments and other Governmental bodies:

A.P.

- Directorate of Treasuries & Accounts: dirta@ap.nic.in
- **Chairman, Public Accounts Committee:** A.P. State Legislative Assembly, Nampally road, Hyderabad-01.

National:

- **Chairman, Public Accounts Committee:** Indian Parliament, Parliament House, New Delhi-001
- See CAG
- **Finance Commission:** Two-thirds of the grants to the state from the Central government come on the basis of the recommendations from this body. It is appointed once in every five years. 13th Commission would be appointed after a couple of years. Complaints of wasteful expenditure, misuse of funds, lack of prudent financial management of the funds by the ministers and the bureaucracy could adversely influence the grants from the Central Govt.

The names of the members and the address of their secretariat could be found from the website of the Central government or from the Union ministry of Finance.

- **Planning Commission:** For all wasteful and unallotted and irregular expenditure on developmental activities. Majority of the funds for the state for developmental activities come from or with the permission of this Commission.

See: Planning Commission.

103. Water: Irregular water connections, corruption and wastage.

A.P:

Hyderabad Metro Water Supply & Sewerage Board (HMWSSB): Khairatabad, Hyderabad-04

e-mail:md@hyderabadwater.gov.in; mdpa@hyderabadwater.gov.in;
hmwsb@ap.nic.in Fax: 339 4610/ 2331 4022

- Grievance Redressal Cell & Dial-a-tanker 1916
- New Water Connections (Single Window Cell) 5566 9000 Ext: 425
- Rain Water Harvesting Cell: 55666385/9000 Ext: 395 Fax: 040-2344 2855
- Control Room , Secunderabad 2784 3730
 - Water Complaint Cell 2339 2332/3113
 - Water Pollution: Technical Director (M. Satyanarayana) 9848034749
 - Sewerage Complaint Cell 2330 7328
 - Lok Adalat (water) 5551 9052
 - Sri. V. Raja Reddy IFS, Executive Director, Ph: 2344 2822/5566 9000
Ext.400. Cell: 98480 99348 Fax: 2344 2855/5566 4733
e-mail: rajareddyv@yahoo.com
 - Sri. B.P. Acharya , MD Ph: 3244 2844(O) 98481 60175(C), 55669000(P.A.)

National:

Ministry of Water Resources:

Shri. J.S.Burjia, Jt. Secretary (Admn.) & Director (PG), Shram Shakti Bhawan, Room No. 403,
IV floor, Rafi marg, New Delhi-01. Ph:011- 2371 0343 Fax: 011- 2371 0343
e-mail: jsadm@mowr.nic.in

104. **Weights & Measures Controller:** Weight and quantities of packaged commodities; Maximum Retail Price (MRP) violations; all cheating in weighing, measuring; tampering with Taxi, Auto Meters and others malpractices.
- Controller & Inspector General: Aruna Bahuguna. Legal Metrology Department, A.P., 209 PWD Building, Gandhi.Nagar, Hyderabad- 500 380
Ph: 2761 2170(O) 2763 6606(R) Fax: 2761 3667
 - Assistant Controller (Flying Squad) 2761 2706
 - Legal Metrology: Asst.Contlr, P-159, Prashanthinagar, 5-36/105, Kukatpally, Hyderabad-37 2307 9778
 - Legal Metrology: Asst. Contlr 16-2-58Hq., 111, Akb bagh, Hyderabad 2455 0450
 - Legal Metrology: Asst. Contlr, for R.R. District, 16-2-751/a/31/D, Road-4, Malakpet, Hyderabad-36 Ph: 2416 1785 e-mail: apclm@ap.nic.in
 - Complaints against auto-drivers whose auto-meters are tampered:
Ph: 2761 2170, 2761 3667, 2761 2706, 2750 8367

105. **Women's Rights Issues: Violence**

A.P:

- Hyderabad & R.R Dts. Women Protection Cell, DGP Office; Opp: Ravindra Bharathi, Lakdi ka Pool, Hyderabad – 500 004 Ph: 23212458

National:

- Lawyers Collective,63/2 FF Masjid Road, Jangpura Ext. New Delhi – 110 014

Ph: 2432 1102 / 2431 6925 Fax: 2432 1101 e-mail: wri@justice.com

106. **World Bank:** World Bank's Inspection Panel. Any directly affected individual can write complaining how a project financed by the World Bank would adversely affect him/them. World bank,1818, H street , NW, Washigton DC ,20433, USA.
Ph: +1-202/477 1840 Fax: +1-202/522 3237 www.inspectionpanel.org

107. **Youth Affairs:** Misuse of funds meant for youth programmes, misuse of sports facilities.

A.P:Yuva Shakti/CMEY programmes.

Minister for Youth Services: Sri T. Hareshwar Rao, Block-A, A.P Secretariat, Hyderabad
Ph: 23456514, 23453239(O) 9848016139(C) e-mail: min_yut&prt&stn@ap.gov.in

National: Functioning of youth clubs, youth hostels

Ministry of Youth Affairs and Sports: Shastri Bhawan, Dr. R.P. Road New Delhi-1

- Shri. B.K.Das, Jt. Secretary (PG), Room No-504-B

Ph:011- 2338 4441 Fax:011-2338 4441 e-mail: jssp.yas@sb.nic.in

- Nodal Officer: Sri. R.K. Misra: Joint Secretry. 1st floor
