

**2.1** In 1982, a separate Department of Non- Conventional Energy Sources (DNES) was created in the Ministry of Energy to look after all the aspects relating to new and renewable energy. The Department was upgraded into a separate Ministry of Non-Conventional Energy Sources (MNES) in 1992 and was re-christened as Ministry of New and Renewable Energy (MNRE), in October 2006.

### ALLOCATION OF BUSINESS RULES

**2.2** Under the Allocation of Business Rules, the MNRE has been assigned the following specific items:

- Research and development of biogas and programmes relating to biogas units;
- Commission for Additional Sources of Energy (CASE);
- Solar energy including solar photovoltaic (SPV) devices and their development, production and applications;
- All matters relating to small/mini/micro hydel projects of, and below, 25 MW capacity;
- Programme relating to improved chulhas and research and development thereof;
- Indian Renewable Energy Development Agency Limited;
- Research and development of other nonconventional/ renewable sources of energy and programmes relating thereto;
- Tidal energy;
- Integrated Rural Energy Programme (IREP);
- Geothermal energy
- Bio-fuels: (i) National Policy; (ii) research, development and demonstration on transport, stationary and other applications; (iii) setting up of a National Bio-fuels Development Board and strengthening the existing institutional mechanism; and (iv) overall coordination.

### Structure of the Ministry

**2.3** The Ministry is broadly organized into eight Groups dealing with 'Bio-Energy and Research & Development', 'Solar Energy', and 'Remote Village Electrification', 'Biomass and Wind Power', 'Energy for Urban, Industrial and Commercial Applications', 'Small Hydro and Information & Public Awareness', 'New Technologies and 'Administration and Coordination'. In addition, the Ministry has an Integrated Finance Division, which functions under an Additional Secretary and Financial Adviser.

### Regional Offices

**2.4** The Ministry has two Regional Offices located at Bhubaneshwar and Guwahati which continued to function. These offices carry out monitoring and inspection of systems/projects and maintain liaison with the concerned State Governments and State Nodal Agencies (SNAs) and other implementing Agencies. The Solar Energy Centre, which functions as a Division of the Ministry, is located at Gwalpahari in Gurgaon

District of Haryana. Centre for Wind Energy Technology (C-WET), an autonomous institute under the Ministry, is functioning from Chennai, Tamil Nadu. This serves as the technical focal point for wind power development. The Sardar Swaran Singh National Institute of Renewable Energy (SSS-NIRE) is in the process of being set up near Jalandhar in Punjab. The Indian Renewable Energy Development Agency Ltd. (IREDA), a Public Sector Undertaking under the Ministry with the objective of financing and operating a revolving fund for promoting and developing new and renewable sources of energy (NRSE) is located in New Delhi.

### **Grievance Cell**

**2.5** There is well established Grievance Redressal Machinery in the Ministry. Sh. Girish Kumar, Director (Admn.) has been designated as Director, Public Grievances. In addition Sh. A.K. Kaushik, Director has been designated as Nodal Officer for grievances of pensioners.

### **Liaison Officer for Implementation of Scheme of Reservation for Persons with Disability**

**2.6** Dr. N.P Singh, Scientist 'G' has been designated as Liaison Officer for implementation of scheme of reservation for persons with disability. Sh.G.L.Meena, Scientist F has been designated as Liaison Officer for implementation of scheme of reservation for persons of Schedule Tribe (ST) category.

### **Constitution of Complaint Committee to Enquire into the Complaints of Sexual Harassment of the Working Women in the Ministry**

**2.7** A Complaint Committee has been constituted to enquire into the complaints of sexual harassment of the working women made against officers/officials working in this Ministry.

### **SC/ST and OBC Cell**

**2.8** The Ministry has set up SC/ST and OBC Cell to safeguard the provisions made under the Constitution of India. Dr. N.P. Singh, Adviser is the Liaison Officer of the Cell.

### **Establishment of Sevottam Compliant Citizen's Charter and Grievance Redress Mechanism.**

**2.9** As per recommendations of the Second Administrative Reforms Commission (ARC) in its 12th Report "Citizen Centric Administration – The Heart of Governance", accepted by the Government of India and the guidelines issued by the Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pensions a Sevottam Compliant Citizen's / Client's Charter and Public Grievance Redress Mechanism (CPGRAMS) has been established and made functional in this Ministry. The Charter is available at Cabinet Secretariat's (RFMS) and MNRE's websites.

**2.10** In order to make Service Standards more Citizen's Centric, prompt and effective the following course of action have been initiated while dealing with the proposals /

requests received from stakeholders/ citizens:

- a. All fresh proposals from MNRE's Clients/ Stakeholders relating to the Services mentioned in the Charter (involving more than one Division in MNRE) shall be received in the Office of Director (Office Management);
- b. These proposals will be given a Central Registration No. in the Office of Director (OM) and forwarded to the Group/Division Head concerned for examination/ processing and issue of necessary approval/ sanction/ letter to the applicant within the time frame set in the Charter;
- c. Proposals/ requests received direct in the Group/ Division shall be sent to the Office of Director (OM) who will give a Central Registration No. and return the same to the Division for processing and disposal.
- d. The Division concerned shall invariably send a copy of the approval to the Director (OM), who will in turn record the date its disposal against the Registration No. & Date of the proposal received in MNRE;
- e. For proposals which are likely to take more than scheduled time frame, an interim reply explaining the reasons shall be sent to the Client/Citizen within the timeline set for the service;
- f. In case it is not feasible to accede to a request/ proposal made, a reasoned speaking reply for its rejection may be issued for the same within the stipulated time limit.

## **GRIEVANCE REDRESS MECHANISM**

**2.11** With a view to deliver expeditious redressal of grievances in a responsible and effective manner, the following measures have been put in place in the MNRE:

- i. Shri. Girish Kumar, Director has been designated as Director (Public Grievances). He will be available on every Tuesday from 3.00 to 4.00 P.M. for hearing the grievances of the citizens. The grievances can also be sent to him by Post, by Hand, by E- mail or by Fax.
- ii. A Sevottam Compliant Public Grievance (PG) Cell has been constituted. Shri S.S. Madan, Consultant, MNRE is heading this Cell. The public can meet him every Wednesday from 3.00 to 4.00 p.m. with their grievances.
- iii. A dedicated E-mail address: pg.mnre@nic.in has been created to receive Grievance petitions from the public in Electronic form. Copies of these complaints shall be forwarded by PG cell, MNRE to the Division Head concerned for taking necessary action.
- iv. The disposal of PG applications are monitored online in the Ministry. For this necessary customized software has also been created to undertake the following functions:
  - a. Send automatic acknowledgement to petitioners/complainants for grievances received by E-mail;
  - b. Monitor status of grievances/ complaints sent to the concerned Officer/ Division in MNRE;
  - c. To send automatic alerts to PG Cell as well as the Division concerned in MNRE for

the pending cases whose timeline is over;

- v. Disposal of pending grievances is followed up by sending reminders at Adviser/Director level at regular intervals.
- vi. Meetings are held from time to time at the level of Director (PG)/Joint Secretary/Secretary to review pending grievances and take remedial actions.