

**17 points under Section (4)(1)(b) of the Right to Information Act, 2005.
(Jan Shikayat Koshang, Collectorate, Ranchi)**

i)	The particular of the organization, function and duties	Jan Shikayat Koshang, Collectorate Ranchi. The public grievances received through CM Secretariate, Governor Secretariate O/o Divisional Commissioner as well as public grievances submitted directly in the 'Janta Darbar' are docated & forwarded to the concerned Department for taking appropriate action in the matter under intimation to this office. The reply received through the indenting deptt. are also sent to the office which has forwarded the complains.
ii)	Powers and duties of officers and employees.	The officers & employees concerned with the public grievances are duly bound to dispose of complaint/ take action on the complaint as per enabling provisions the law.
iii)	The Procedure followed in the decision making process including channels of supervision and accorentability.	The complaints of the related departments/ offices are monitored regularly by the concerned departmental head. The Deputy Collector incharge reviews on daily basis of the complaints and if it is found that complaints are pending for more than 10 days he sends reminders to the concerned offices to dispose off the complaint. Office wise reviews of the complaints are also assessed by the Deputy Commissioner.
iv)	The norms set by it for the discharge of its functions:	The office has set up online tracking system of the complaints by developing a "e-samadhan portal" available on district website.
v)	The rules, regulations instructions record held by it or under its control.	Department functions on the set norms as provided in Board Misc. Rules & other provisions the rules adopted by the State Govt.
vi)	A Statement of the Categories of the document that are held by it or under its control.	The office usually held the public grievances.
vii)	The particulars of any arrangement that exist for consultation with, or representation by the members of the public in relation to the formulation of its policy or implementation thereof.	No such matter has come to the notice of this office.
viii)	A statement of the Board, Councils, Committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice and as to whether meeting of these Boards, Councils, Committees and other bodies are open to the public, or the minutes of such meetings are accessible for public.	-NO-

ix)	A directory of its officers	Available on the website of NIC Ranchi.
x)	The monthly remuneration received by each its officer including the system of Compensation as provided in its regulation:	As per enclosed list on annexure 'A'
xi)	The budget allocated to each of its agency indicating the particulars of all plans, proposed expenditures & reports on disbursements made.	No budget is allocated to this office. The officers & employees are posted on deputation.
xii)	The manner of execution of subsidy programmes, including the amount allocated and the details of beneficiaries of such programmes.	Not applicable
xiii)	Particulars of recipients of concessions, permits or authorizations granted by it.	Not applicable
xiv)	Details in respect of the information available to or held by it, reduced in an electronic form.	The public complaints are available on 'e-samadhan' portal in electronic form.
xv)	The particulars of facilities available to citizens for obtaining information, including the working of a library or reading room, if maintained, for public use.	The information related to public complaints/grievances are doctored & catalogued in office and information are supplied to the concerned persons through "Help-Desk".
xvi)	The names, designations and other particulars of the Public Information Officers.	Ravi Shankar, Executive Magistrate –cum- I/C Deputy Collector, Jan Shikayat Koshang, Ranchi
xvii)	Such other information as may be prescribed, and thereafter update these publications every year.	-----

Sd./-
Deputy Collector
Incharge Jan Shikayat Koshang,
Ranchi