OFFICE ORDER

Sub:- Appointment of Central Public Information Officers (CPIOs)/Appellate Authorities (AAs) in the Department of Financial Services under section 5(1) and (2) of the Right to Information Act, 2005.

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In continuation of this Department’s Office Order of even number dated 5th October, 2016, consequent upon the changes due to postings/transfers/promotions/superannuation etc. of the officers in the Department of Financial Services, the list of Central Public Information Officers (CPIOs)/Appellate Authorities (AAs) is hereby modified as under:

**List of Central Public Information Officers (CPIOs)/Appellate Authorities (AAs) in the Department of Financial Services**

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Name, Designation, e-mail address, telephone number of Central Public Information Officer (CPIO)</th>
<th>Name, Designation, e-mail address and telephone number of Appellate Authority (AA)</th>
<th>Details of allocated work</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ms./Shri Mritunjay Singh Under Secretary. <a href="mailto:sosst-dfs@nic.in">sosst-dfs@nic.in</a> (Tel.No.23748788)</td>
<td>Ms./Shri Sudhir Shyam Director <a href="mailto:sudhir.s@nic.in">sudhir.s@nic.in</a> (Tel.No.23748778)</td>
<td>Establishment (Estt.) – Matters pertaining to the Officers and Staff of DFS including RRIs, appointment, ACRs, deputation (including abroad), training, IWSU, SIU, welfare, review of officers under FR 56(J), internal vigilance, staff grievances, pension, etc.; grant of various advances to officers and staff, payment of fees to advocates, settlement of medical claims and CGHS matters, family welfare programme.</td>
</tr>
<tr>
<td>2</td>
<td>Ms./Shri Jnanatosh Roy Under Secretary. <a href="mailto:ir@nic.in">ir@nic.in</a> <a href="mailto:usir-dfs@nic.in">usir-dfs@nic.in</a> (Tel.No. 23748751)</td>
<td>Ms./Shri S.R.Mehar Deputy Secretary <a href="mailto:sewa.mehar66@nic.in">sewa.mehar66@nic.in</a> (Tel.No.23362133)</td>
<td>Industrial Relations (IR) – Service matters of PSBs including IDBI/RBI; Industrial Disputes Act matters, HR matters relating to PSBs and RBI Unions and Associations in the Banking Industry, Bipartite settlements of policy of transfer, promotion, and HRD in banks; IB reports about political activities of bank employees; Pay and Allowances of bank employees in overseas branches; HR Reforms.</td>
</tr>
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</tbody>
</table>
| 3.  | 3.     | Mritunjay Singh 
(Tel.No.23748788) | Sudhir Shyam 
Director 
sudhir.s@nic.in 
(Tel.No.23748778) | Surplus Cell – All service matters and day to day administrative matters related to surplus staff of AAIFR & BIFR including their redeployment, consultation with DoPT, handling of court cases of surplus staff, RTI and personal matters of surplus staff such as leave, retiral benefits, perks & allowances etc. |
| 4.  | 4.     | Manoj Kumar Mishra 
mkmishra@nic.in 
(Tel.No.23748717) | Sanjay Kumar 
Deputy Secretary 
sanjay.kumar1971@nic.in 
(Tel.No.23364063) | Cash Section: All matters pertaining to cash and accounts of the department. |
| 5.  | 5.     | Manoj Kumar Mishra 
mkmishra@nic.in 
(Tel.No.23748717) | Shri Ashok Kumar Singh 
Director 
asok.singh69@nic.in 
(Tel.No.23346874) | IT Cell - Work related to Website, Information Technology, e-Office, Digitalization, Digital India Initiative, Coordination with NIC etc. |
| 6.  | 6.     | Manoj Kumar Mishra 
mkmishra@nic.in 
(Tel.No.23748717) | Sindhu Pillai A. 
Director 
sindhu.p@nic.in 
(Tel.No.23344462) | Industrial Finance-II (IF-II) – Education Loan, State Finance Corporations, NABARD-Micro Finance SHG Bank Linkage, Micro Finance and other related matters, NRLM, NULM(SEP), Micro Finance Institutions and Legislations thereon, Women SHG, NBFC-MFIs, Stand-up India. |
| 7.  | 7.     | Jasmine James 
usga-dfs@nic.in 
(Tel.No.23748731) | Sanjay Kumar 
Deputy Secretary 
sanjay.kumar1971@nic.in 
(Tel.No.23364063) | General Administration (GA) - House keeping, cleanliness, stores, canteen, R&I, library, Staff Car Drivers, vehicles to the officers of DFS, purchase of Computer Hardware and Maintenance of Computers, Printers and other equipments. Providing of Identity Cards to the Staff of DFS and CMDs/EDs/PROs of Public Sector Banks/Financial Institutions / Insurance companies, etc. |
| 8.  | 8.     | Jasmine James 
uscoord-dfs@nic.in 
(Tel.No.23748731) | Sanjay Kumar 
Deputy Secretary 
sanjay.kumar1971@nic.in 
(Tel.No.23364063) | Coordination (Coord.) – Organisation of FM's meetings with CEOs of PSBs; and regional consultative committee meetings; Staff Meeting of Secretary (FS); monitoring & review of disposal of VIP references, PMO references, coordination of RBI pending matters; compilation and submission of material for Parliament Questions to other Ministries/Departments; Parliament Questions regarding VIP references; Monthly DO letter to Cabinet Secretary from Secretary (FS);Appointment of CPIOs, |
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</table>
| 9       | Soumyajit Ghosh  
Under Secretary  
sovmyajit.ghosh@nic.in (Tel.No.23748767)  
A.K. Dogra  
Deputy Secretary  
dogra.ak@nic.in (Tel.No.23340846) | A.K. Dogra  
Deputy Secretary  
dogra.ak@nic.in (Tel.No.23340846) | ACPIOs, AA and Nodal Section for RTI matters of DFS and to deal with CIC for Annual Report etc.; Updation of Induction Material for DFS; Co-ordination of VIP, PMO, President Sectt., etc. references involving more than two Divisions of DFS. |
| 10      | Soumyajit Ghosh  
Under Secretary  
ouvmyajit.ghosh@nic.in (Tel.No.23748767)  
Anshuman Sharma  
Deputy Secretary  
anshuman.sharma@gov.in (Tel.No.23748772) | Anshuman Sharma  
Deputy Secretary  
anshuman.sharma@gov.in (Tel.No.23748772) | Parliament – Collection, identification and marking of Parliament Questions, Notices, admitted Questions, and getting the files approved from the Minister. Preparation of facts and replies for papers of Ministers; Presidential address to the Joint Session of Parliament; keeping track and record of pending Assurances, Special Mentions and References under 377 and other matters as mentioned in the Induction Material. |
| 11      | P.K. Singh  
Under Secretary  
usif2-dfs@nic.in (Tel.No.23748775)  
Sindhu Pillai A.  
Director  
sindhu.p@nic.in (Tel.No.23344462) | Sindhu Pillai A.  
Director  
sindhu.p@nic.in (Tel.No.23344462) | Industrial Finance-I (IF-I) – Administration of the Export-Import Bank Act, 1981 and Scheme for financing Viable Infrastructure Projects (SIFTI) of IIFCL, Operational/Policy/ Budgetary matters relating to Exim Bank, IIFCL, IWRFC and IIBL Ltd; Matters related to IFCI Ltd, IDFC Ltd; Closure of IIBI Ltd, related matters; Board level appointments-Whole Time Directors- EXIM Bank, IIFCL, IWRFC and IIBI Ltd; Government Nominee Directors-Exim Bank, IIFCL, IWRFC, IIBI Ltd, IFCI Ltd. and IDFC Ltd; Non-official Directors-Exim Bank, IIFCL, IWRFC and IIBI Ltd; Sector - specific matters like infrastructure, power, textiles, exports; commerce etc.; All Matters related to Sectoral Stress and National Investment Infrastructure Fund; Administration of Exim Bank Act; laying of annual reports of FIs; matters related to Ratnagiri Gas and Power Pvt. Ltd (RGGPL). Citizen’s Charter of EXIM Bank and IIFCL. |
<p>|         |                                                                                               |                                                                                               | Industrial Finance-II (IF-II) – Matters relating to Appointment &amp; Personal matters of Whole time Directors in SIDBI &amp; NHB. Matters relating NHB and Housing Policy, Sick Industrial Companies (Special Provisions) Act (SICA), Small and Medium Enterprises (SMEs), SIDBI, Credit Guarantee Fund for Micro and Small Enterprises; MLIs, Credit Guarantee Scheme and other related matters on the subject. Pradhan Mantri Mudra Yojana. Citizens |</p>
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<td>(1)</td>
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<td>Charter of NHB and SIDBI. Scheme. All matters related to Govt. Sponsored Schemes-PMEGP, Education, employment generation scheme of SJRSY, SGSY and other poverty alleviation programmes and other related matters.</td>
</tr>
</tbody>
</table>
| 12      | Suresh Chandra Arya  
sc.arva@nic.in  
(Tel.No.23748758)  
Senior Research Officer | A.K. Dogra  
dogra.ak@nic.in  
(Tel.No.23340846)  
Deputy Secretary | Housing - Issues relating to operation of 1% Interest Subvention Scheme on housing loans upto Rs. 10 lakh where the cost of the house does not exceed Rs. 20 Lakh. National Housing Bank (NHB) and Reserve Bank of India (RBI) are the nodal agencies for the scheme for Housing Finance Companies (HFCs) and Scheduled Commercial Banks (SCBs) respectively. All claims received are being released to NHB and RBI for further sanction to HFCs and SCBs. Implementation of Credit Guarantee Fund Trust for Low Income Housing (CGFTLIH) being managed by Ministry of Housing and Urban Poverty Alleviation (M/o HUPA) Issues relating to Rural Housing Fund (RHF).Issued related to Interest Subsidy Scheme for Housing the Urban Poor (ISHUP) being operated by Ministry of HUPA. Administration of National Housing Bank Act, 1987. |
| 13      | Suresh Chandra Arya  
sc.arva@nic.in  
(Tel.No.23748758)  
Senior Research Officer | A.K. Dogra  
dogra.ak@nic.in  
(Tel.No.23340846)  
Deputy Secretary | GST Cell – Oversee preparedness of all institutions under DFS to implement GST, to provide inputs to the “Banking, Financial & Insurance” Sectoral Group with reference to GST, Coordination with concerned nodal Officer in D/o Revenue on GST, other matters related to coordination, rollout and implementation of GST w.r.t institutions under administrative control of DFS, etc. |
<p>|         |                                                                                                  |                                                                                  | Data Analysis (DA) - Reserve Bank of India Credit Policy – Busy Season – Slack Season and selective credit control; financial sector assessment and sectoral credit analysis; Banking Statistics regarding bank deposits and advances; deposits and advances of banks; rates of interest on bank deposits and advances; Dissemination of results and important information relating to RBI, IBA, studies on banking reforms; analysis of other international reports relevant to banking sector in India; Analysis of Reports of |</p>
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| 14.    | Arun Kumar  
Under Secretary  
sct@nic.in  
(Tel.No.23748725) | Gulab Singh  
Deputy Secretary  
singh.gulab@nic.in  
(Tel.No.23748722) | Welfare Section (Welfare) – Matters relating to recruitment, promotion and welfare measures of SC/ST/OBC/PH and Ex-servicemen in PSBs/FIs; matter of policy regarding reservation for these categories in PSBs/FIs, Insurance Companies, reservation matters in RRBs etc. |
| 15.    | Tirath Ram  
Under Secretary  
usbo2-dfs@nic.in  
(Tel.No.23748750) | Sudhir Shyam  
Director  
sudhir.s@nic.in  
(Tel.No.23748778) | Banking Operation-II (BO-II) –  
(i) Deposit Insurance and Credit Guarantee Corporation (DICGC) policy matters and publicity in Publicity in Public Sector Banks (PSBs), IFSC.  
(iii) International Relations (Banking, Insurance and Pensions Reforms); Financial Action Task Force (FATF); International Cooperation in Joint Investment Funds– Oman-India Fund and Indo-Saudi Fund. WTO and Border Banking facilities.  
(iv) Opening of currency chests; office of the Court Liquidator at Kolkata High Court; terrorist financing matters. Financial Stability and Development Council. All Matters relating to KYC except CKYC. Operation of bank accounts of Shell Companies. |
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<td>16.</td>
<td>Surender Singh&lt;br&gt;Under Secretary&lt;br&gt;<a href="mailto:usbo3-dfs@nic.in">usbo3-dfs@nic.in</a>&lt;br&gt;(Tel.No.23348993)</td>
<td>Gulab Singh&lt;br&gt;Deputy Secretary&lt;br&gt;<a href="mailto:singh.gulab@nic.in">singh.gulab@nic.in</a>&lt;br&gt;(Tel.No.23748722)</td>
<td>Banking Operation-III (BO-III) - Customer Service in Banks/FI/Ins. All kinds of complaints/representations received from individual/associations for redressal of their grievances in these institutions such as delay in clearance of cheques, non-payment/non-issue of drafts, non issue/delay in issue of duplicate drafts, misbehaviour/rude behaviour/harassment on the part of staff of the Institution, non settlement/delay in settlement of deceased accounts, non-transfer/delay in transfer of accounts from one office to another, non opening/delay in opening of new accounts, non-compliance with standing instructions of the customers, non-payment of term deposits before maturity, delay in payment to pensioners, including those related to credit cards, ATMs, etc. All kind of complaints received from DARPG/DPG relating to Public/Private Sector/Foreign Banks/FI/Ins. All kinds of complaints received from MPs/VIPs/PMO against Private Sector &amp; Foreign Banks. Banking Customer Service Centres; Banking Ombudsman.</td>
</tr>
<tr>
<td>17.</td>
<td>A.K.Das&lt;br&gt;Under Secretary&lt;br&gt;<a href="mailto:acsec-bkg@nic.in">acsec-bkg@nic.in</a>&lt;br&gt;(Tel.No.23748736)</td>
<td>Mudita Mishra&lt;br&gt;Director&lt;br&gt;<a href="mailto:mudita.mishra@nic.in">mudita.mishra@nic.in</a>&lt;br&gt;(Tel.No.23362349)</td>
<td>Agriculture Credit (AC) – Agriculture Credit; Agricultural Debt Waiver and Debt Relief Scheme, 2008; matters relating to NABARD (except service matters), Agriculture Finance Corporation (except Service matters), State Legislations on the subject, Co-operative Banks (including Urban Co-operative Banks), World Bank, ADB and kfw aided projects relating to rural/agriculture credit; appeals made by co-operative banks, matters relating to Micro Finance, financial assistance to persons affected by natural calamities, riots disturbances, etc. Bank credit to KVIC, handloom and handicraft sector. Citizen Charter of NABARD.</td>
</tr>
<tr>
<td>18.</td>
<td>A.K.Das&lt;br&gt;Under Secretary&lt;br&gt;<a href="mailto:rrb-banking@nic.in">rrb-banking@nic.in</a>&lt;br&gt;(Tel.No.23748736)</td>
<td>Manish Gupta&lt;br&gt;Director&lt;br&gt;<a href="mailto:manish.gupta70@nic.in">manish.gupta70@nic.in</a>&lt;br&gt;(Tel.No.23362422)</td>
<td>Regional Rural Banks (RRB) – Legislative matters with regard to RRB Act, 1976 and framing of rules there under; nomination of non-official directors on the Board of RRB, appointment of Chairman, Recommendation of RRBs, review of performance of RRBs, wage revision, manpower planning; laying of Annual Reports of all RRBs along with</td>
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</table>
| 19.     | Gurdeep Singh  
Under Secretary  
usvicdfs@nic.in  
(Tel.No.23748709) | Manish Gupta  
Director  
manish.gupta70@nic.in  
dirvicdfs@nic.in  
(Tel.No. 23362422) | review thereof; formation of Staff Service Regulation and Promotion Rules for employees and officers of RRBs, IR matters of RRBs. Citizen’s Charter of RRBs. Priority Sector Lending, loan to women under priority, weaker sections including SC/ST, PM’s New 15 Point Programme for the Welfare of Minorities, Credit to minorities, Follow up action of Select Parameters recommended by Sachar Committee, DRI Scheme, PSL loans to physically disabled persons.  
Vigilance - Consultation with CVC/CTE; nomination of CVOs for PSBs/FIs; correspondence with CBI; Annual Action Plan on Anti Corruption measures; investigation of cases of frauds by CBI & RBI; matters under Prevention of Corruption Act; preventive vigilance; vigilance systems and procedures in RBI/PSBs/FIs and Insurance Companies; inquiry into complaints against GMs/EDs and CMDs of PSBs/FIs and Vigilance Surveillance over them; major frauds in PSBs (in India and abroad); PMO references on anti corruption measures; bank security; robberies & loss prevention in banks; sanction of prosecution in case of ED/CMDs; War Book matters; Annual Reports of CVC; Conduct Regulation in PSBs/FIs, employment after retirement regulations in PSBs; CVC/CBI references relating to DRTs/DRATs.  |
| 20.     | Jitender Singh  
Deputy Director  
singh.jitender@nic.in  
(Tel.No.23362134) | Shri Ashok Kumar Singh  
Director  
ashok.singh69@nic.in  
(Tel.No.23346874) | Financial Inclusion (FI) - Work relating to financial inclusion, coordination with other sections, offices, institutions etc. on Financial inclusion; Pradhan Mantri Jan Dhan Yojana; Branch expansion of banks; Lead Bank Scheme and Service Area Approach; District and State Level Bankers’ Committee(SLBC); Regional imbalances of banking network, matters related to Business Correspondents/ Business Facilitators, Mobile Banking etc., matters relating to e-Governance in all FIs and e-Payments in banking system and computerisation of PSBs. |
|         |                                                                                               | Anindita Sinharay  
Director  
anindita@nic.in  
(Tel.No.23748718) | |
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<td>21</td>
<td>Jnanatosh Roy Under Secretary <a href="mailto:usbo1@nic.in">usbo1@nic.in</a> (Tel. No 23748751)</td>
<td>S.R.Mehar Deputy Secretary <a href="mailto:sewa.mehar66@nic.in">sewa.mehar66@nic.in</a> (Tel.No.23362133)</td>
<td>Banking Operation-I (BO-I) - Appointment of Governor/Deputy Governor of RBI, Chairman &amp; MDs of SBI, CMDs and EDs of Nationalised Banks, CMDs of NABARD and NHB; appointments of Whole Time Director in EXIM BANK, SIDBI and IDBI, salary allowances and other terms and conditions of Whole Time Directors of PSBs and FIs/ above institutions; constitution of Boards of Directors of RBI and PSBs;- appointment of Workmen Employee Directors, appointment of Part Time Non Official Directors and Officer Employee Directors of PSBs.</td>
</tr>
<tr>
<td>22</td>
<td>A.K. Ghosh Under Secretary <a href="mailto:usboa-dfs@nic.in">usboa-dfs@nic.in</a> (Tel. No. 23748755)</td>
<td>Rahul Kapoor Director <a href="mailto:rahul.kapoor@gov.in">rahul.kapoor@gov.in</a> (Tel. No. 23368734)</td>
<td>Banking Operation &amp; Accounts (BOA)</td>
</tr>
<tr>
<td></td>
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<td>(i) Preparation of annual consolidated review on the working of Public Sector Banks and laying it on the Tables of both Houses of Parliament; pattern of accounting and final accounts in Public Sector Banks; study and analysis of the working results of PSU Banks; audit of banks, appointment and fixation of remuneration of auditors of PSBs/FIs; laying of annual reports and audit reports etc., of PSU Banks, in Parliament.</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>(ii) Taxation matters of PSBs/FIs; dividend payable to Central Government by PSBs; scrutiny of the annual financial reviews of PSBs conducted by RBI under Section 35 of the Banking Regulation Act, 1949 and follow up action; operation of the schemes of bank guarantee by PSBs and related complaints;</td>
</tr>
<tr>
<td></td>
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<td>(iii) capital restructuring of public sector banks (including restructuring of weak public sector banks) and Government's contribution to share capital, public issue of banks; Release of externally aided grants to ICICI Bank under USAID. Citizen's Charter of Public Sector Banks/RBI.</td>
</tr>
<tr>
<td></td>
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<td>(iv) Disputes and arbitration between PSBs and between PSBs and other Govt. Departments/PSEs; appointment of advocates in PSBs, acquisition /leasing/ renting/ vacation of premises; residuary matters of Portuguese Banks in Goa, Estate Officers under Public Premises</td>
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| 23.    | V.V.S. Kharayat  
Under Secretary  
vvs.kharayat@nic.in  
usdrt-dfs@nic.in  
(Tel.No.23748769) | Sanjay Kumar  
Deputy Secretaries  
sanjay.kumar1971@nic.in  
dsdrtdfs@nic.in  
(Tel. No. 23364063) | Act, 1971; opening and shifting of administrative offices of banks.  
(v) All Policy matters related to Banking Operations such as Licensing, Amalgamation, Reconstruction, Moratorium Funds, and Acquisition of Private Sector Banks; overseas branches of Indian Banks; operation of Foreign Banks in India and functioning of PSBs, Banking Sector Reforms.  
(vi) Notification regarding exemption from various sections of the Banking Regulation Act, 1949 and appointment of appellate authority to hear appeals under BR Act and PSBs Act.  
(vii) Administration of all Acts/Regulations/Rules related to Public Sector Banks, RBIs and State Level Banks.  
(viii) Appellate Authority on NBFCs. |
| 24.    | Devender Pal  
Asstt. Director (Official Language)  
ol@nic.in  
(Tel.No.23748744) | Shailesh Kumar Singh  
Joint Director (Official Language)  
ol@nic.in  
(Tel.No.23360784) | Debts Recovery Tribunals (DRT) – Establishment of DRTs/DRATs under the Recovery of Debts due to Banks and Financial Institutions Act, 1993; framing or amending rules for implementing of the provisions of the DRT Act; filling up of the posts of Chairpersons, Presiding Officers, Registrars, Assistant Registrars, Recovery officers, and other posts in DRTs/DRATs; issuing clarifications/guidelines etc. on administrative matters/review; progress and disposal of cases by DRT/DRATs; recovery made by DRTs, budget provisions, monitoring, etc relating to DRTs/DRATs. Matter relating to CKYC.  
Monitoring and amendment of SARFAESI Act, RDBFI Act, Matters of ARCs, Appointment of Registrar/MD & CEO, CERSAI, Ease of doing business, Central Registry. |

Hindi – Implementation of Official Language Policy of the Government, translation work relating to Parliament Questions, Standing Committees, Minutes of the Meetings; Hindi Teaching Scheme and other miscellaneous work as mentioned in induction material of DFS.
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| 25.    | Mritunjay Singh  
Under Secretary  
usins1-dfs@nic.in  
(Tel.No.23748788) | Sanjay Kumar  
Director  
sanjay.k76@gov.in  
(Tel.No.23748642) | **Insurance-I (Ins.-I) –**  
**LIC Business** - Review of the performance of LIC; Laying of Reports of LIC in Parliament; Opening/ winding up of branches of LIC in India; Appointment of Auditors for LIC; Administration of PP Act in LIC and references relating to Estate matters in LIC; Foreign operations/ subsidiaries of LIC; References on Social Security Schemes and other life insurance schemes; Review of performance and making budgetary provisions for various GOI funded schemes such as Janashree Bima Yojana, Shiksha Sahayog Yojana, Varishatha Bima Yojana and Aam Aadmi Bima Yojana; Other Social Security Group Insurance Schemes under LIC; Central Government Employees Group Insurance Scheme; Postal Life Insurance Scheme; Employees’ Provident Fund Scheme; All Government sponsored/ supported schemes in life insurance; Any other life insurance or social security products/ scheme proposals; Others: Appellate Authority constituted under Section 110H of the Insurance Act, 1938;  
**Co-ordination work relating to the following Committees:** Committee for the Welfare of Women; Committee for the Welfare of SC/ST; Estimates Committee;  
**Appointments** - **LIC** - Selection & appointment of Chairman/ MDs, LIC, appointment of Directors on the Board of LIC, appointment of ex-officio members on the subsidiaries of LIC; Permission for foreign deputation of Chairman and MDs of LIC; Permission for commercial Employment after Retirement for Chairman/ MDs, LIC and other executives of LIC; **IRDA** - Appointments of Chairperson and Members of IRDA; Service condition of Chairman, Members and employees of IRDA; Budget and Funds of IRDA; Other matters relating to Brokerage agencies, entry of new companies and regulations of IRDA.  
**Service Matters** - Service matters, rules and regulations in all public sector insurance companies; Representations on service |
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| 26.    | Kulbhushan Nayyar
Under Secretary
usins2-dfs@nic.in (Tel.No.23748789)                                               | Bhumika Verma
Joint Director
bhumika.verma@nic.in (Tel.No.23365808)                                        | Insurance-II (Ins.-II)
Grievances - Public grievances against services provided by Public Sector Insurance Companies including AICL and IRDA other than on service matters; Periodical meetings of Public Grievances Officers of public sector insurance companies; Functioning of internal public grievances redressal machinery in public sector insurance companies; Functioning of external redressal machinery like Consumer Courts, Ombudsmen, Lok Adalats, MACT and Courts etc; Appellate Authority constituted under Section 110H of the Insurance Act 1938. Citizen's Charter of Non Life Insurance Companies.
Housekeeping - Care taking and maintenance of computers, furniture, photocopiers etc. in Insurance Division. I-card for staff and executives of Insurance Companies.
Appointments - Policy issues concerning selection of Chief Executives in the PSU insurance companies including AICL; Appointment on the Boards of public sector non-life companies including AICL; Foreign deputation of Insurance executives; permission for Chief Executives of non-life companies including AICL.
General Insurance: Review of the performance of General Insurance Companies including AICL; Matters relating
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<th>Sr. No.</th>
<th>Name, Designation, e-mail address, telephone number of Central Public Information Officer (CPIO)</th>
<th>Name, Designation, e-mail address and telephone number of Appellate Authority (AA)</th>
<th>Details of allocated work</th>
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| 27.    | Shivendra Chaturvedi, Under Secretary | Mudita Mishra, Director | to Insurance Schemes of Public Sector General Insurance Companies including AICL and audit paras thereon; Computerization of public sector general insurance companies; References relating to Surveyors and Agents of non-life PSICs; Foreign operations of public sector general insurance companies; Reference relating to Re-insurance, Third Party Administrators, Tariff Advisory Committee; Opening/ winding up of branches ; Administration of War Risk (Marine Hull) Reinsurance Schemes, 1976; Reference from RBI on permission for release of foreign exchange for insurance policy abroad; Laying down of Annual reports of General Insurance Companies/ GIC/ AICL; Administration of PP Act in non-life insurance companies and references relating to Estate matters in those companies. **Coordination** - Work relating to Budgeting, Tax proposals, Budget Announcements relating to insurance, Annual Report, Economic Survey, India Reference Annual, Economic Editors Conference, PMO/ Cabinet References, CII & FICCI, within Insurance Division, matter related to e-payments in Insurance Companies, computerization of Insurance Companies. **Coordination work relating to the following Committees:** - Standing Committee on Finance; Committee on Subordinate Legislation; Petitions Committee; Committee on Public Undertaking (COPU). **Others** - WTO multi-lateral/ bilateral agreements; Inter-Government agreement between India and any other country. **Pension Reforms (PR)** - Coordinating and introducing Pension Reforms; Introduction of New Pension System and extension of its coverage to State Governments and unorganised sector and implementation of the Co-Contributory Swavalamban Scheme; Atal Pension Yojana; Creation of a Non-statutory Interim Pension Fund Regulatory and Development Authority and administrative matters relating thereto; Formulation of the Pension Fund Regulatory
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<th>Details of allocated work</th>
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<td>28.</td>
<td>Shivendra Chaturvedi, Under Secretary <a href="mailto:usrec-dfs@nic.in">usrec-dfs@nic.in</a> (Tel.No.23746413)</td>
<td>Sanjay Kumar, Director <a href="mailto:sanjay.k76@gov.in">sanjay.k76@gov.in</a> (Tel.No.23748642)</td>
<td>and Development Authority Bill, 2011 and its passage through the Parliament; Matters relating to the Investment Pattern for Non-Government Provident Funds, Superannuation Funds and Gratuity Funds. Recovery Section – Works relating to monitoring of NPAs/Stressed Assets (other than Sectoral Stress) and Recovery including compromises and OTS of all PSBs, and similar other works, Parliament matters, VIP/PMO references, Court Cases, CIBIL, Complaints and other matters relating to above works.</td>
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2. In case of any dispute, the Deputy Secretary (Coordination) will mark the RTI Applications to the concerned CPIO and in this regard the decision of the Deputy Secretary (Coordination) will be final and binding.

3. In case of absence of the nominated CPIO/AA in the office, the Link Officer appointed by the Establishment Section from time to time, will dispose of all RTI related matters in place of nominated CPIO/AA as regular basis.

4. In case of superannuation, transfer and promotion etc. of the existing CPIOs/Appellate Authorities, the incumbent Under Secretary and Director/Deputy Secretary, appointed by the Establishment Section, will be deemed as CPIO and Appellate Authority, respectively, till further appointment of CPIOs/AA by the Coordination Section is made.

(Sanjay Kumar)
Deputy Secretary (Coord.)
Tel.No.011-23364063

All Officers in DFS.

Copy for Information to:-
1. PS to FM / PS to MOS (Finance).
2. PPS to Secretary (FS)
3. PPS to AS (FI), DFS.

Copy also to:-
NIC, DFS, with the request to upload this Order in the website of DFS.