

The endeavour of each Department in the Government is to provide all citizens the required services within time and to dispose off citizen grievances at the field offices swiftly. But should there be a requirement, the citizen is requested to escalate his/her complaint according to the steps delineated below:

STEP 1

Helpline numbers of Departments of the Government of Punjab.

These numbers can be contacted by the citizen and get his/ her grievance redressed (by the department concerned.)

Name of Department	Helpline Number
Health -Medical consultation	104
Health -Ambulance	108
Health -Tuberculosis	18001216666
Health -Tobacco control	1800110456
Police	181
NRI	0091-172-2298543
Rural Water Supply & Sanitation	1800-180-2468
Urban Water Supply & Sanitation	1800-1800-0172
Power	1912
Excise	18002582580
Women and Children	1091
Education	18001372215
Anti corruption	180018001000
Revenue	1800-1800-168

STEP 2

If you do not receive any resolution to your complaint after speaking on Helpline numbers within the time period communicated to you by the employees at the Helpline, or if the response is not as per your expectations please feel free to contact our Grievance Redressal Officers at the Sub-Divisional Level and at the District level:

1. **Sub-Division level Grievance Committees**- Contact office of concerned Sub-Divisional Magistrate(SDM)
2. **District Level Grievance Committees**- Contact office of concerned Deputy Commissioner (DC)

Further, the detail of Public Grievance Officer (PGO) in the office of respective Deputy Commissioner is as follows:

Sr. No.	District	Name of officer	Designation	Office	Contact number	Email
1.	S.B.S.Nagar	Ms. Gitika Singh (P.C.S)	P.G.O	D.C. Office	01823-220545	dc.nsr@punjab.gov.in
2.	Kapurthala	Shri Neeraj Kumar Gupta (P.C.S)	P.G.O	D.C.Office	01822-233744	dc.kpr@punjab.gov.in
3.	Amritsar	Ms. Amandeep kaur	P.G.O	D.C.Office	0183-222722	dc.asr@punjab.gov.in
4.	Sangrur	Ms. Jashanpreet Kaur Gill (P.C.S)	P.G.O/SDM	D.C.Office	01672234038	dc.sgr@punjab.gov.in
5.	Barnala	Ms. Charumita (P.C.S)	P.G.O	D.C.Office	01679244364	dc.brn@punjab.gov.in
6.	Pathankot	Shri Kuldeep Singh	D.D.P.O	D.C.Office	01862220450	dc.pkt@punjab.gov.in
7.	Shri Muktsar Sahib	Shri Hardeep Singh (P.C.S)	D.T.O	D.C.Office	01633262664	dc.mks@punjab.gov.in
8.	Moga	Ms. Anita Darsi	P.G.O	D.C.Office	01636-237096	dc.mog@punjab.gov.in
9.	S.A.S. Nagar	Ms. Avneet Kaur	P.G.O	D.C.Office	0172-2225220	dc.mhl@punjab.gov.in
10.	Jalandhar	Ms. Damandeep	P.G.O	D.C.Office	01812224806	dc.jal@punjab.gov.in

		Kaur				
11.	Roop Nagar	Ms. Avneet Kaur (P.C.S)	P.G.O	D.C.Office	01881221154	dc.rpr@punjab.gov.in
12.	Ferozpur	Ms. Jasleen Kaur(P.C.S)	P.G.O	D.C.Office	01632244054	dc.frz@punjab.gov.in
13.	Mansa	Shri Nitish Singla (P.C.S)	P.G.O	D.C.Office	01652229420	dc.mns@punjab.gov.in
14.	Faridkot	Ms. Sonali Giri(I.A.S)	A.D.C	D.C.Office	01639251043	dc.frd@punjab.gov.in
15.	Patiala	Dr. Simarpreet Kaur	P.G.O	D.C.Office	01752311310	dc.ptl@punjab.gov.in
16.	Bathinda	Shri Latif Ahmed (P.C.S)	D.T.O	D.C.Office	01642221042	dc.btd@punjab.gov.in
17.	Gurdaspur	Shri Sourabh Kumar Arora (P.C.S)	P.G.O	D.C.Office	01874245379	dc.grd@punjab.gov.in
18.	Tarntarn	Shri Amrinder Singh Tiwana	P.G.O	D.C.Office	01852224102	dc.trn@punjab.gov.in
19.	Fazilka	Shri Kulpreet Singh (P.C.S)	P.G.O	D.C.Office	01638264555 01638264666	dc.fzk@punjab.gov.in
20.	Ludhiana	Dr. Kannu Thind (P.C.S)	P.G.O	D.C.Office	01612400503	dc.ldh@punjab.gov.in
21.	Hoshiarpur	Ms. Navneet Kaur Bal(P.C.S)	P.G.O	D.C.Office	01882240388	dc.hsr@punjab.gov.in
22.	Fatehgarh Sahib	Ms. Pooja Sial (P.C.S)	P.G.O./SDM	D.C.Office	01763232165	dc.fth@punjab.gov.in

Further, at the level of Govt. Departments, the following offices can be contacted for grievance redressal :

Sr. No.	Department	Nodal Officer Name	Nodal Officer Designation	Nodal Officer Office Address	Nodal Officer Land Line Number	E-mail ID of Department
1	Public Works (PWD)	Shri. Parminderjit Singh	Executive Engineer	Mini Sectt. Block C, Sec-9 Chandigarh	0172-2702608	acs.pw@punjab.gov.in ,
2	Civil Aviation	Shri Hans Raj	Under Secy. cum chief administrative Officer	Direct Civil Aviation, S.C.O.No. 1068 69, Sec-22, B, Chd	0172-2707608	psca@punjab.gov.in
3	Planning	Shri Harbans Singh, Director	Director (Admin)	Punjab Raj Planning Board, S.C.O.No. 70-72, Sec-17/D, Chd	0172-2702597	psplanning@punjab.gov.in
4	Revenue	Smt. Veena Kumari, Under Secy.	Under Secy.	Room No.37, Second Floor, Main Sectt.	0172-2740611	fcrr@punjab.gov.in
5	General Administration	Shri Balwant Singh, P.S.S-1	Joint Secy.	Office Room No.4, 7 Floor, Main Sectt. Chd, , Sec-19-C, Chd	0172-2745921	psga&c@punjab.gov.in
6	Food Processing	Shri G.K. Mehta	Assistant Project Manager	Director Food Processing, sco 44-45 1st floor, SAS Nagar	0172-7050506	secy.fs@punjab.gov.in
7	Industries and Commerce	Shri Gurmeet Singh	Deputy Director (Administration)	Room No. 205, phase-17, building sec-17, chd	0172-2701367	psic@punjab.gov.in
8	Forest and Wild Life	Shri Anup Upadhyai (I.F.S)	Main Forest Officer	Sec-68, Forest Bhawan, S.A.S.Nagar	0172-2298014	fcf@punjab.gov.in
9	Personnel	Shri Mahinder Singh Prasher	Under Secy.	Room No. 5, 6-Floor, Main Sectt.	P.B.X. 4768	secy.pers@punjab.gov.in
10	Irrigation	Shri Gurinder Singh	Executive Engineer	Room No. 202, 2nd Floor, Hydrial Building, Sec-18, Chd	01722775186	psip@punjab.gov.in
11	Tourism and Cultural Affairs	Shri Navjotpal Singh Randhawa	Vice Secy.	Plot No. 3, Sec-38, A, Chd	01722694889	secy.tour@punjab.gov.in

12	Jails	Captain Lakhminder Singh Jakhar	Deputy Inspector Jails, Punjab, Chd	Director General of Police(jails), Punjab, sco. 8-9, Ratan Building, Sec-17, A, Chd	01722703460	ps.jail@punjab.gov.in
13	Social Security, Development of Women and Child	Shri Charanjit Singh Maan	Deputy Director	SCO No. 102-103, Sec-34- A, Chd	01722608746	sssb@punjab.gov.in
14	Employment Generation and Training	Shri Rajinder singh Siddhu	Deputy Director	S.S.F. 46-47, Sec-17-A, Chd.	01722703842	psegt@punjab.gov.in
15	Freedom Fighter	Smt. Santosh Kaur	Superintendent	Room No.524, 5th Floor, Mini Sectt. Sec-9, Chd.	01722742243 Ext. 419	Secy.ff@punjab.gov.in
16	Housing and Urban Development	Shri Balbir Singh	Superintendent	Room No. 402., 4 th Floor, Mini Sectt. Sec-9, Chd.	01722742243 Ext. 315	ps.hud@punjab.gov.in
17	Science Technology and Environment	Smt. Gurmeet Kaur	Superintendent	Room No. , 6 th Floor, Mini Sectt. Chd, Sec- 9	01725088612	sstepunjab@gmail.com
18	Investment Promotion	Shri Ashwani Kumar Sharma	Assistant Controller	PBIP, Industry Bhawan, Sec-17, Chd.	0172-05256479	psip@progressivepunjab.gov.in
19	Technical Education	Mrs. Daljit Kaur Sidhu	Addl. Director Technical Education	Plot No.1, Sec-36, Chd.	0172-5022367	secy.te@punjab.gov.in
20	Sports and Youth	Shri Grumeet Singh	Superintendent	Room No. 612, 6th Floor, Mini Sectt. Sec-9, Chd	0172-2742243	secy.yh@punjab.gov.in
21	Welfare of SC and BC	Smt Bindu Walia	Additional Director	Director Welfare (SC and BC) S.C.O. 128-129, Sec- 34 A, Chd	01722602912	secretarywelfare811@gmail.com
22	Water Supply and Sanitation	Smt. Anjali Chawla	S.D.O. (Technical)	Ph-2, Mohali	0172-4330309	pswss@punjab.gov.in
23	School Education	Shri Manoj Kumar	Asstt. Director	Ph-8, Mohali	0172-5212308	psse@punjab.gov.in
24	Medical Education	Shri Davinderpal	Under Secy.	Room No. 5, Block-A, Mini	0172-2742243	md.phsc@punjab.gov.in

	n & Research	Singh		Sectt.		v.in
25	Local Government	Shri Anil Kumar Kansal	Chief Engineer cum Chief Vigilance Officer	Director of Local Govt. , Punjab, Sec-17, Chd	0172-2704894	secy.lg@punjab.gov.in
26	Higher Education	Shri Chander Gaind (I.A.S)	Special Secy.	Mini Sectt. Sec-9, Chd., Room No. 406, 4th Floor	0172-2741064	pshe@punjab.gov.in
27	Finance	Shri Parveen Kumar Thind, (I.A.S)	Additional Secy.	Main Sectt., 7th Floor, Room No.8, Chd.	0172-2742351	psf@punjab.gov.in
28	ADGP (Law and Order)	Shri B.K.Garg, (I.P.S)	Inspector General Police, Law and Orders	Room No.207, 2nd Floor, Punjab Police Head Quarter, Sec-9, Chd.	0172-2749997	lgplawandorder.pb@gmail.com
29	Home Affairs and Justice	Shri Harchand Singh	Under Secy.	Main Sectt. 8th Floor, Room No.1, Sec-1, Chd	0172-2740611 Ext. No. 4822	ps@punjab.gov.in
30	Labour	Shri Satnam Singh	Nodal Officer cum Deputy Labour Commissioner	Sec- 17, S.C.O. 47-48, Chd	01722702486	psl@punjab.gov.in
31	Power	Shri Lakhbir Singh Makdonnan	Superintendent	Power Branch, Room No. 315	0172-2742243 Ext. 202	secy.power@punjab.gov.in
32	Financial Commissioner Development (Agriculture)	Shri Daljit Singh	Special Secy.	Room No. 204, 2nd Floor, Mini Sectt.	01722743425	pswss@punjab.gov.in , fcd@punjab.gov.in
33	Health	Dr.Pawan Jgota	In-charge Malaria cell	Room No.503, O/o Director Health Services Punjab, Sector 34, Chd.	01722603276	psfw@punjab.gov.in
34	Excise and Taxation	Sh. Kamalpreet Singh	ETO (Excise and Taxation Officer)	O/o AETC Mobile Wing, Bhupindra Road, Patiala.	0175-2200311	fct@punjab.gov.in

35	Rural Development and Panchayats	Shri Pooran Chand	Deputy Director	1st Floor, Vikas Bhawan, Phase 8, Mohali	0172-5063522	fc.rdp@punjab.gov.in
36	Transport	Shri N.P. Singh	Purchase Officer Transport	O/o Director State Transport, Sector 17, Chd.	0172-2704112	pstpt@punjab.gov.in
37	Animal Husbandry	Dr. K.P. S. Pasricha	Veterinary Officer	Sec- 17, Chd.	0172-2701291	fc.h@punjab.gov.in
38	Food and Civil Supplies	Smt. Simarjit Kaur	Deputy Director	Sec-17, Chd.	01722741046	secy.fs@punjab.gov.in
39	Information Technology	S. Gurnam Singh	Superintendent	SCO No. 193- 95, Sec- 34 A, Chd.	0172-2661808,2604395	psit@punjab.gov.in
40	Mandi Board	Shri Amarpal Sahni	DGMP(IT)	N/A	01725101650	fcd@punjab.gov.in
41	NRI Affairs	Satish Kumar	Superintendent	A Block Mini Sectt. Basement	01722742243	psnripunjab@gmail.com
42	Defence Welfare	Lt. Colonel (Retd.) Parminder Singh Bajwa	Deputy Director Head Qtr.	Ground Floor, Sec-21, Chd	01722707345	ps.dsw@punjab.gov.in
43	Vigilance	Shri Hakam Singh	Joint Secy. Vigilance	Mini Sectt. Sec-9 Chd	01722743535	Secy.vb@punjab.gov.in
44	Public Relation	Shri Dhiman	Superintendent	5th Floor ,Main Sectt. Sec-1, Chd.	01722740611	psipr@punjab.gov.in
45	Cooperation	Shri Sudhir Kumar Batish	Additional Registrar	Sector 17 CHD.	01725046803	fccoop@punjab.gov.in

STEP 3

If the resolution still does not meet your expectations, please feel free to escalate the matter to PB-PGRAMS (<http://publicgrievancepb.gov.in/>) by online registering your complaint. The portal has been designed to give regular information about the pendency/ disposal of each complaint to the concerned complainant.

STEP 4

The citizen may further escalate the grievance on the Helpline Number 1905, in which calls are taken from 8 am to 8 pm on all working days (except Public Holidays).

This Helpline is an initiative by the Deputy Chief Minister of the State to provide a platform to the citizens for lodging their grievances that may pertain to **any department or any office of the State Government.**

The department of Removal of Grievances is in the service of the citizens of the State for efficacious redressal of their grievances.

ਜ਼ਿਲ੍ਹਾ ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਨ ਕਮੇਟੀਆਂ

ਲੜੀ ਨੰ:	ਜ਼ਿਲ੍ਹੇ ਦਾ ਨਾਮ
1	ਬਰਨਾਲਾ
2	ਫਿਰੋਜ਼ਪੁਰ
3	ਫਰੀਦਕੋਟ
4	ਫਾਜ਼ਿਲਕਾ
5	ਫਤਿਹਗੜ੍ਹ ਸਾਹਿਬ
6	ਹੁਸ਼ਿਆਰਪੁਰ
7	ਜਲੰਧਰ
8	ਕਪੂਰਥਲਾ
9	ਮੋਗਾ
10	ਮਾਨਸਾ
11	ਪਟਿਆਲਾ
12	ਪਠਾਨਕੋਟ

13	ਰੂਪਨਗਰ
14	ਸ਼ਹੀਦ ਭਗਤ ਸਿੰਘ ਨਗਰ
15	ਐਸ.ਏ.ਐਸ ਨਗਰ

ਉਪ ਮੰਡਲ ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਨ ਕਮੇਟੀਆਂ

ਲੜੀ ਨੰ:	ਜ਼ਿਲ੍ਹੇ ਦਾ ਨਾਮ	ਕਮੇਟੀ ਦਾ ਨਾਮ
1	ਬਰਨਾਲਾ	1) ਬਰਨਾਲਾ 2) ਤਪਾ (Tapa)
2	ਫਿਰੋਜ਼ਪੁਰ	3) ਫਿਰੋਜ਼ਪੁਰ
3	ਫਾਜ਼ਿਲਕਾ	4) ਫਾਜ਼ਿਲਕਾ 5) ਜਲਾਲਾਬਾਦ 6) ਅਬੋਹਰ
4	ਫਤਿਹਗੜ੍ਹ ਸਾਹਿਬ	7) ਫਤਿਹਗੜ੍ਹ ਸਾਹਿਬ 8) ਬਸੀ ਪਠਾਣਾ 9) ਖਮਾਣੇ
5	ਹੁਸ਼ਿਆਰਪੁਰ	10) ਹੁਸ਼ਿਆਰਪੁਰ 11) ਦਸੂਹਾ 12) ਮੁਕੇਰੀਆਂ 13) ਗੜ੍ਹਸੰਕਰ
6	ਕਪੂਰਥਲਾ	14) ਕਪੂਰਥਲਾ 15) ਫਗਵਾੜਾ 16) ਸੁਲਤਾਨਪੁਰ ਲੋਧੀ 17) ਭੁਲੱਥ
7	ਲੁਧਿਆਣਾ	18) ਲੁਧਿਆਣਾ ਵੈਸਟ 19) ਰਾਇਕੋਟ 20) ਖੰਨਾ
8	ਮਾਨਸਾ	21) ਮਾਨਸਾ 22) ਬੁਢਲਾਡਾ 23) ਸਰਦੂਲਗੜ੍ਹ
9	ਮੋਗਾ	24) ਮੋਗਾ 25) ਧਰਮਕੋਟ 26) ਬਾਘਾ-ਪੁਰਾਣਾ 27) ਨਿਹਾਲ ਸਿੰਘ ਵਾਲਾ
10	ਰੂਪਨਗਰ	28) ਰੂਪਨਗਰ

		29) ਆਨੰਦਪੁਰ ਸਾਹਿਬ 30) ਚਮਕੌਰ ਸਾਹਿਬ 31) ਨੰਗਲ
11	ਐਸ.ਏ.ਐਸ ਨਗਰ (ਮੋਹਾਲੀ)	32) ਐਸ.ਏ.ਐਸ ਨਗਰ (ਮੋਹਾਲੀ) 33) ਡੇਰਾਬੱਸੀ 34) ਖਰੜ
12	ਸ਼ਹੀਦ ਭਗਤ ਸਿੰਘ ਨਗਰ	35) ਸ਼ਹੀਦ ਭਗਤ ਸਿੰਘ ਨਗਰ 36) ਬਲਾਚੌਰ