

Cord-11014/90/2025-O/o DIR(ESTT.&COORD) (E-74846)

Government of India
Ministry of Skill Development and Entrepreneurship
Directorate General of Training (DGT)
(Coordination Division)

Kaushal Bhawan, New Moti Bagh
New Delhi, dated 10.08.2026

Office Memorandum

Subject: Declaration of Grievance Redressal Officer (GRO) and Sub Appellate Authorities (SAA) in the DGT(Hq) & Field Institutes under CPGRAMS -regarding.

In continuation of Office Order No. DGT-Z-13011/154/2017-RTI & PG Cell dated 09.02.2022, and in pursuance of the directions of the Hon'ble Prime Minister during his interaction with the Secretaries to the Government of India on 29th June, 2024, the Department of Administrative Reforms and Public Grievances (DARPG) has undertaken a comprehensive review of the existing grievance redressal processes to make the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) more responsive, accessible and citizen-centric.

2. In furtherance of the above, DARPG has introduced several measures for strengthening the grievance redressal mechanism and has issued comprehensive guidelines vide the Ministry of Personnel, Public Grievances and Pensions Office Memorandum dated 23.08.2024.

3. In order to ensure effective, timely and accountable disposal of public grievances received through CPGRAMS, the Competent Authority has designated the following officers of the Directorate General of Training (DGT), Ministry of Skill Development and Entrepreneurship, and the Field Institutes under DGT as Grievance Redressal Officers (GROs) and Sub Appellate Authorities (SAAs) with immediate effect. They shall be responsible for handling grievances pertaining to the subjects/divisions indicated against their names.

The details are as under:

(A) DGT(HQ) GROs/Sub Appellate Authorities

SI No.	Name of the Grievance Redressal Officer (GRO) (Ms./Mrs./Shri/Kumar/Kumari)	Section/Division/ Subject Matter	Sub Appellate Authorities (Ms./Mrs./Shri/Kumar/Kumari)
1	Nidhi Sharma, Under Secretary Mobile No. 9911979329 Email : nidhi.sharma@gov.in	(Establishment-I) All Service Matters relating to Group 'A'	Amresh Kumar Jha Deputy Secretary Mobile No. 8130199530 Email : akjha.72@gov.in
2	Nidhi Sharma, Under Secretary Mobile No. 9911979329 Email : nidhi.sharma@gov.in	(Establishment-II) All Service matters relating to (Group 'B' & 'C')	Amresh Kumar Jha Deputy Secretary Mobile No. 8130199530 Email : akjha.72@gov.in
3	Sunil Kumar Under Secretary Mobile No. 9891293609 Email : sunil.77@gov.in	Vigilance (All matters related to vigilance/Training including domestic and foreign)	Amrit Pal Singh. Regional Director, Mobile No.:- 9711117489 Email Id:- singh.amritpal@nic.in

4	Rajendra Meena Training Officer Mobile No.: - 7780877742 Email Id: rajindermeena.dgt@nic.in	Budget Section (All matters related to Budget).	Amar Kumar Joint Director Mobile No.: -8450995085 Email Id: amar.kumar81@gov.in
5	Divyanshu Deputy Director Mobile No. 8178141067 Email : divyanshu.j@dgt.gov.in	Schemes (All matters related to PM SETU/Polytechnic)	Anoop Kumar Parihar Director Mobile No. 8902757107 Email : anoop.parihar@gov.in
6	Bharti Sawhney Assistant Director Mobile No: 8130588388 Email Id: b.sawhney@nic.in	Information Technology (IT) (All matters related to IT)	Swati Sethi Director Mobile No: 9810658295 Email Id: s.sethi@nic.in
7	Bharti Sawhney Assistant Director Mobile No: 8130588388 Email Id: b.sawhney@nic.in	Trade Testing Cell (TTC) (All matters related to TTC)	Swati Sethi Director Mobile No: 9810658295 Email Id: s.sethi@nic.in
8	Piyush Prakash Ramteke Assistant Director Mobile No.: 9205220869 Email ID: ramteke.piyush39@dgt.gov.in	Curriculum Development (CD) (All matters related to CD)	Pranav Choudhary Director Mobile No.: 9911138178 Email ID: pranav.c@nic.in
9	Monika Chaudhary Assistant Director Mobile No.- 7982586105 Email Id- monikachaudhary.dgt@dgt.gov.in	Central Field Institute (CFI) (All matters related to CFI)	C. S. Murthy Director Mobile No.-9849685355 Email Id- chegondi.murthy@dgt.gov.in
10	S.S. Meena Deputy Director Mobile No.: -8826624445 Email Id: sher.singhmeena@gov.in	General Administration (GA) (All matters related to GA)	A.S. Parihar Director Mobile No.: -8902757107 Email Id: anoop.parihar@gov.in
11	Babita Prasad Training Officer Tel No :7678303185 Babitaprasad.dgt@dgt.gov.in	Trade Certification (TC) (All matters related to TC)	Ketan P. Patel Director Tel No :9879281567 Patel.ktan@gov.in
12	Sanjay Kumar Assistant Director Mobile No: Email : sanjay.saggu@gov.in	Coordination Section (All matters related to Coord)	Amrit Pal Singh. Regional Director, Mobile No.: - 9711117489 Email Id:- singh.amritpal@nic.in
13	Sheetal Verma Section Officer Mobile No :9891355170 Email ID : cash.dgt@gov.in	Cash Section (All matters related to Accounts and Audit)	Nidhi Sharma, Under Secretary Mobile No. 9911979329 Email : nidhi.sharma@gov.in
14	N. Sridhar Assistant Director Mobile No : 8125689240 Email ID : Sridhar.nsti@gov.in	Project (All matters related to STRIVE/Project)	C.S. Murthy Director Mobile No : 9849685355 Email ID: chegondi.murthy@dgt.gov.in

(B) NIMI

Sl No.	Name of the Grievance Redressal Officer (GRO) (Ms./Mrs.Shri/Kumar/Kumari)	Section/Division/ Subject Matter	Sub Appellate Authorities (Ms./Mrs.Shri/Kumar/Kumari)
1	M.Rajeswari Joint Director Mobile No : 9686040001 Email Id : rajeswari.m41@gov.in	NIMI (All matters related to NIMI)	T.V.Rajasekar Executive Director Mobile No : 9444536624 Email Id : rajasekar.tv66@gov.in

(C) CSTRI

Sl No.	Name of the Grievance Redressal Officer (GRO) (Ms./Mrs.Shri/Kumar/Kumari)	Section/Division/ Subject Matter	Sub Appellate Authorities (Ms./Mrs.Shri/Kumar/Kumari)
1	Abhishek Anand Deputy Director Mobile No 8766352206 Email Id : abhishek.anand1993@dgt.gov.in	CSTRI (All matters related to CSTRI)	Rajnish Kumar Jha Regional Director Mobile No. 9431180183 Email Id : cstarikol-wb@nic.in

(D) Field Institutes under RDSDEs

Sl No.	Name of the Grievance Redressal Officer (GRO) (Ms./Mrs.Shri/Kumar/Kumari)	Name of the RDSDE and NSTIs	Sub Appellate Authorities (Ms./Mrs.Shri/Kumar/Kumari)
1	P. Mouli Deputy Director Mobile No. 9650253383 Email Id : mouli.p@gov.in	ANDHRA PRADESH Extension center Visakhapatnam	V.Babu Regional Director Mobile No : 9739266816 Email Id : valluru.babu@nic.in
2	Heikham Pritam Singh Assistant Director Mobile No : 7630904996 Email : pritam.heikham@dgt.gov.in	ASSAM NSTI (W)TURA (MEGHALAYA)/ NSTI W Agartala (Tripura)/ Extension Centre Imphal (Manipur)	Ganesh Chandra Deka Regional Director Mobile No : 6000843776 Email Id : ganesh.deka@nic.in
3	Renuka Tiwari Assistant Director Mobile No: 9163229858 Email Id: renukatiwari.dgt@dgt.gov.in	BIHAR NSTI (W) Patna	R. C. Mandal, Regional Director Mobile No- 7003719238 Email Id- rdsde-bhr-msde@gov.in
4	Mithailal Rai Training Officer Mobile No : 7415261693 Email Id : mithailalraj.dgt@dgt.gov.in	CHHATTISGARH	D.Subhashree Regional Director Mobile No : 9986685220 Email rdsde-chg-msde@gov.in
5	Manharbhai Katariya Deputy Director Email ID m.katariya21@dgt.gov.in Mobile No: 9725858410	GUJARAT NSTI/NSTI (W) VADODARA	Ujjawal Biswas Regional Director Mobile No: 9869250444 Email Id rdsde-guj-msde@gov.in

6	Yash Pal, Deputy Director, Mobile No : 8685861614 Email ID : yash.807176@gov.in ,	HARYANA NSTI(W) Panipat	Dr. Pramendra Tilanthe, Regional Director Mobile No 9981952153 Email ID : p.tilanthe@gov.in
7	Hemant Kumar Singh Assistant Director, Mobile No.:- 9670615609 Email Id: hemant.tonger@gov.in	HIMACHAL PRADESH NSTI(W) Shimla	Amrit Pal Singh. Regional Director, Mobile No.:- 9711117489 Email Id: singh.amritpal@nic.in
8	Prianka Kaul Deputy Director Training Email Id: prianka.kaul@gov.in Mobile No.: 8130641585	JAMMU & KASHMIR NSTI (W) JAMMU/ NSTI Extension Centre Srinagar/ NSTI Extension Centre Leh	Lt. Col.Vishal Arora Regional Director Mobile No 8527533740 Email Id vishal.arora79@dgt.gov.in
9	Manish Mishra Deputy Director Mobile No.- 9650191745 Email Id- manish.mishra02@gov.in	JHARKHAND NSTI Jamshedpur/ NSTI-Women as Extension Center of NSTI-Jamshedpur	Dr. Binod Kumar Dubey Regional Director Mobile No.- 8986624847 Email Id- binod.dubey@gov.in
10	R Murugarajan Joint Director Mobile No. 9176576437 Email ID: murugarajan.r@dgt.gov.in	KARNATAKA NSTI Bangalore/NSTI (W) Bangalore	GC Ramamurthy Regional Director Mobile No 9448105633 Email Id : gc.rmuthy@gov.in
11	Dhanya Raveendran Assistant Director Mobile No : 9372467778 Email Id : dhanya.dgt@nic.in	KERALA & LAKSHADWEEP NSTI Calicut/NSTI (W) Trivandrum	Yuvaraj C Regional Director yuvaraj.c@nic.in 9282407033
12	Adarsh Singh Assistant Director Tel No : 9453265485 Aadarsh.singh@dgt.gov.in	MADHYA PRADESH NSTI(W) Indore	Abhay Arun Mahishi Regional Director Tel : 9969028406 Email : Abhay.am@gov.in
13	G.Venkatesh Joint director, Mobile No: 984384992 Email Id : gv.venkatesh@gov.in	MAHARASHTRA NSTI(G), Mumbai/. NSTI(W), Mumbai/. NSTI(W), Goa.	Hemant D. Ganjare Regional Director Mobile No 9632416015 Email Id : hemant.ganjare@gov.in
14	Rajesh Kumar Assistant Director Mobile No Email ID: 9312121362	NATIONAL CAPITAL REGION (DELHI) NSTI(W) Noida	Ajay Sopan Bhagat Regional Director Mobile No: 9677008614 Email ID : ajay.bhagat68@gov.in
15	Shinde Sanket Vasant Deputy Director Mobile No.: 9545239959 Email ID: sanket.shinde98@gov.in	ODISHA NSTI Bhubaneshwar	Gautam Chandra Saha Regional Director Mobile No.: 9433159338 Email ID: gautam.saha69@gov.in
16	Ramesh kumar verma Assistant Director Mobile No 8700442740 Email Id ramesh.verma03@gov.in	PUNJAB NSTI Ludhiana/NSTI (W) Mohali	Lt. Col.Vishal Arora Regional Director Mobile No 8527533740 Email Id vishal.arora79@dgt.gov.in

17	Himanshu Deputy Director Mobile No. 7484808729 Email id: himanshu.98@dgt.gov.in	RAJASTHAN NSTI (W) Jaipur/NSTI Jodhpur	R C Meena Regional Director Mobile No: 9414148915 Email Id: rc.meena69@nic.in
18	P. Namasivayam Deputy Director Mobile No : 9444632551 Email: pnsivayamadt.cti@gov.in	TAMILNADU and NSTI (G)/ NSTI (W) Trichy	Dr. M. Jayaprakasan, Regional Director Mobile No 9840401002 Email Id :m.jayaprakasan@gov.in
19	N P Banni Bagi Deputy Director Mobile No : 9444632551 Email : n.bannibagi@gov.in	TELANGANA NSTI(W) Hyderabad/ Vidyanagar/ Ramanthapur	Ravi Chilukoti Regional Director Mobile No : 9820067588 Email ID : ravi.chilukoti@gov.in
20	Rahul Priyadarshi Deputy Director Mobile No 8279506641 Email ID: rahul.priyadarshi@dgt.gov.in	UTTAR PRADESH NSTI Kanpur/NSTI (W) Prayag Raj	Avinash Kishore Regional Director Mobile No : 9654196108 Email ID : a.kishore@nic.in
21	ARYAN JANGRA Deputy Director Mobile No 8800777672 Email ID : arian.jangra@nic.in	UTTARAKHAND NSTI Dehradun/NSTI Haldwani	Umesh Motish Joint Director Mobile No : 9968573468 Email ID : u.motish@nic.in
22	DEBASIS PANI Assistant Director Mobile No : 9330535954 Email ID : debasispani.dgt@nic.in	WEST BENGAL NSTI Howrah/ NSTI(W) Kolkata	T. RAGULAN Regional Director Mobile No 8121849346 Email ID : t.ragulan@gov.in

4. All concerned officers shall ensure strict adherence to the provisions of the CPGRAMS Guidelines issued by DARPG and shall dispose of grievances within the prescribed timelines while maintaining the highest standards of transparency, accountability and quality of grievance redressal.

This issues with the approval of the Competent Authority.


(Sunil Kumar Gupta)

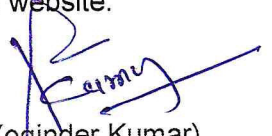
Deputy Director General/Nodal Appellate Authority
Mobile No: 9811434226

To

1. All Divisions/Sections, DGT (Headquarters).
2. All Regional Directorates of Skill Development and Entrepreneurship (RDSDEs).
3. All National Skill Training Institutes (NSTIs)/Field Institutes under DGT.

Copy to :-

1. Sr PPS to Secretary, MSDE, Kaushal Bhawan, New Moti Bagh-for information only.
2. PPS to Director General of Training, DGT, Kaushal Bhawan, New Moti Bagh-for information.
3. DDG (SKG)/DDG (SSN)/DDG(NRA) for information.
4. Directors/DS/US, DGT, Kaushal Bhawan, New Delhi.
5. NIC, DGT – with a request to upload the Office Memorandum on the Department's website.
6. Guard File.


(Yoginder Kumar)
Assistant Director
Mobile: 9868234486

