

GRIEVANCE REDRESSAL MECHANISM

The name, designation and address of the Grievance Officer of the Office of RNI is as below:

**Shri. R.K. BHARDWAJ,
Deputy Press Registrar,
Office of RNI,
West Block 8, Wing No.2, R.K.Puram,
New Delhi - 110 066. Phone
No.26106251.**

Any person not satisfied by any service of the Office of RNI, or aggrieved by any other action or inaction by the Office, can seek redressal of their grievances through this officer. Every such person shall be entitled to be informed about the action taken on his/her grievance within a period of 30 days from the date on which the complaint is received in his office.

If a complainant is not satisfied by the response of the Grievance Officer of RNI, he/she can refer the matter to the Grievance Officer of Ministry of Information and Broadcasting, whose particulars are given below:

**Shri. Mihir Kumar Singh,
Joint Secretary, (Policy & Public Grievances)
Ministry of I&B, 'A' Wing, Shastri Bhavan, Dr.
Rajendra Prasad Marg,
New Delhi - 110 001.
Phone No.23384453.**

If anyone wishes to give suggestions for improvement of the services provided by RNI, he/she can send them to the Grievance Officer at the above address, or drop them in the Suggestion Box kept in the Reception area of the Office.