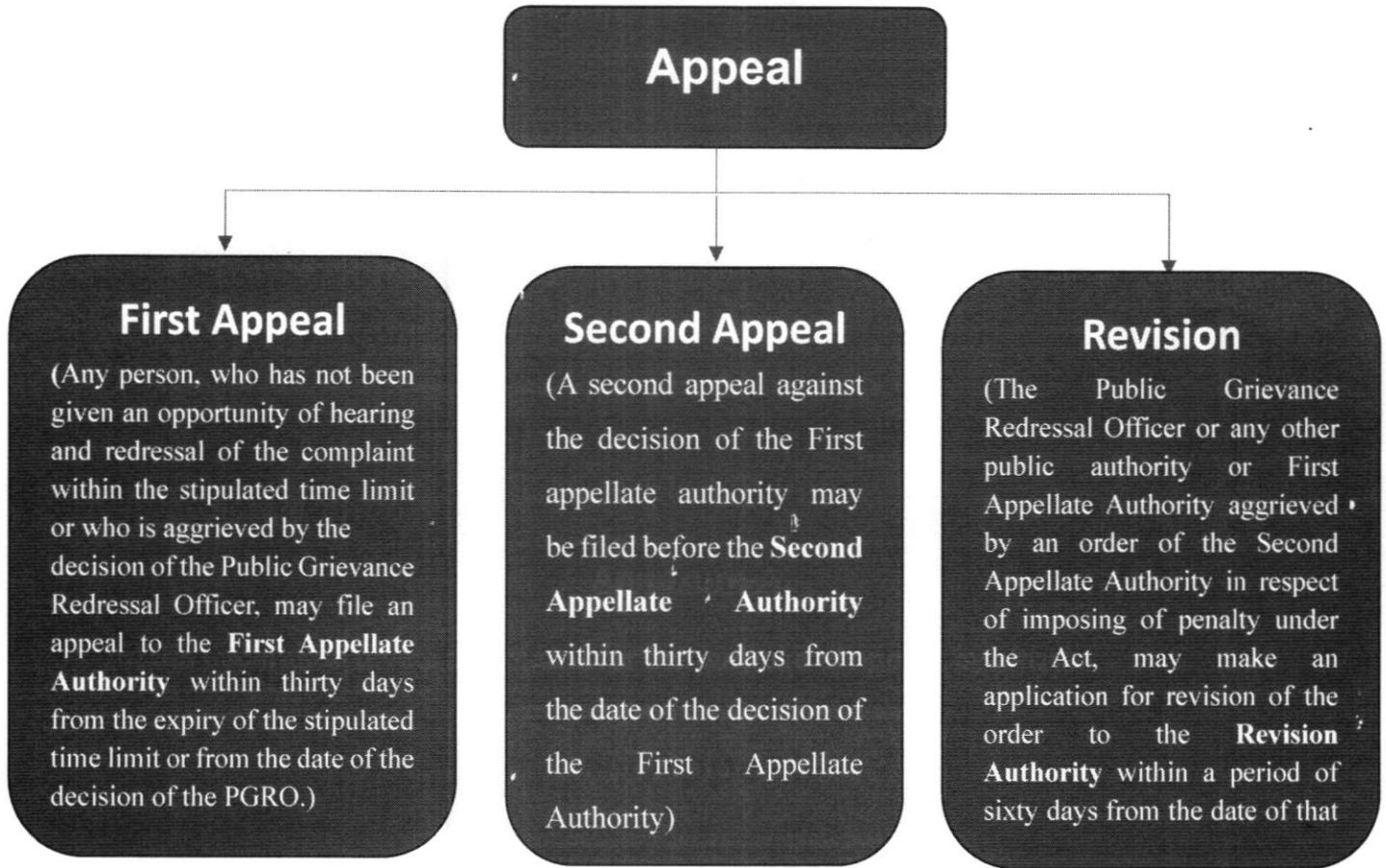


Annexure-A

(b) the escalation levels and Matrix for the purpose of appeal by citizen



| Level | Name of Public Grievance Redressal officer | First Appellate Authority | Second Appellate Authority | Revision Authority |
|---------------------|---|---|---|--|
| Sub-division | Sub-divisional Public Grievance Redressal Officer | Additional Collector (Public Grievance Redressal) | District Magistrate | Divisional Commissioner |
| District | District Public Grievance Redressal Officer | Divisional Commissioner | Secretary/ Principal Secretary of the concerned Dept. | Commissioner Departmental Proceeding, Govt. of Bihar |
| Department | Departmental Public Grievance Redressal Officer | (Joint Secretary/ Additional Secretary/Special Secretary) | Secretary/ Principal Secretary of the Dept. | Commissioner Departmental Proceeding, Govt. of Bihar |

Table: Escalation levels and Matrix for Appeal at various levels

Annexure-B

(c) Mapping of GROs followed in the State/UT grievance portal i.e. the rank and designation of officials for specific grievance categories

| Designation & Rank of Public Grievance Redressal officer (PGRO) | Concerned Office | Jurisdiction for hearing and disposal of grievances | Grievance Categories |
|--|--|---|--|
| Sub-divisional Public Grievance Redressal Officer (officer of Basic Grade) | Sub-divisional Public Grievance Redressal Office | For complaints to be redressed at the level of Public Authorities of all departments at the Sub-Divisional level or below (including the Sub-Divisional Officer and Sub-Divisional Police Officer). | Such schemes, programmes, and services of all departments which have been placed in the category for filing complain/grievances (Positive List). |
| District Public Grievance Redressal Officer (Officer of the level of Additional Collector/Joint Secretary) | District Public Grievance Redressal Office | For complaints to be redressed at the level of Public Authorities of all departments at the District level or below, but above the Sub-Divisional level | |
| Departmental Public Grievance Redressal Officer (Officer of the level of Deputy Secretary/ Additional Collector) | Departmental Public Grievance Redressal Office | For complaints to be redressed at the level of Departmental Public Authorities above the District level | |

Note: One Public Grievance Redressal Officer (PGRO) in every Sub-Division, every District and in all Departments has been ensured in this system.