

Annexure - A
Grievance Category & GRO Mapping

Grievance Redressal Officer					
Sl. No.	Name	Designation	Email	Category	Sub-Category
1.	Sh. Sanjeev Malhotra	Administrative Officer	aoadm3.ncvbdc@gmail.com	Dengue	Breakbone fever
2.				Chikungunya	Joint pain fever
3.				Malaria	Cold and fever
4.				Kala-azar	Black fever
5.				Lymphatic Filariasis	Elephantiasis
6.				Japanese Encephalitis	Brain fever

Annexure - B
Escalation & Review Matrix

Escalation Level @	Role	Suggestive Seniority (may vary as per Ministry Roles and Organogram)	Escalation on No Action	Re-opening/Review/Appeal
EL-3	Grievance Closure & Supervision	Sh. Nikhil Gajraj Joint Secretary Pay Level- 14	After 7 days at L-2	No. Final Closure (action in 10 days)
EL-2	2 nd Review	Dr. Tanu Jain Director Pay Level- 14	After 7 days at L-1	On Review Request 2 (action in 10 days)
EL-1	1 st Review	Dr. A. R. Pasi, Joint Director Pay Level- 13	After 7 days at L-0	On Review Request 1 (action in 10 days)
EL-0	GRO	Sh. Sanjeev Malhotra	N.A.	

		Administrative Officer Pay Level- 9	
L(-1)	Delegated GRO- A (Temporary GRO for Assistance based on work load)	Sh. Harsh Kumar Dixit LDC Pay Level- 2	N.A.