

30/6

OFFICE OF THE DEPUTY CHIEF MINISTER
GOVT. OF NCT OF DELHI
DELHI SECRETARIAT : I.P. ESTATE
NEW DELHI-110002

As you are well aware that this Government is committed to resolve public grievances in a systematic, efficient, citizen friendly and in a time bound manner. A.R. Department has been directed to prepare new Citizens Charters and robust grievance redressal system on the basis of the following information to be provided by your Department:-

1. Please give a list of all those activities where your department has direct or indirect interface with the citizens. It should include the services provided by your department, types of common grievance, various services issued by your department, etc.
2. Against each of the above items of public interface, please indicate time limit within which your department would guarantee the resolution of grievances or issuance of certificates, etc. This guarantee would be sacrosanct and inviolable.
3. What additional resources would you require to ensure that you are able to give this guarantee?
4. If the department fails to provide service within the above time frame, please indicate the designation of the officer who would be directly held responsible?

Hon'ble Chief Minister has desired this information latest by 30th June, 2015 so that Citizens Charters and Grievance Redressal System can be prepared at the earliest.

It is, therefore, requested to ensure submission of the above information to this office latest by 25.06.2015 (evening).

1581/AR
19/06/15

DACAR
pb dism.
29/06/15

Dycom/2015 / 2473 - 2482

(MANISH SISODIA)
DEPUTY CHIEF MINISTER
19.06.2015

1. Chairman (DSSSB)
2. Pr. Secretary (Finance/Planning/Vigilance)
3. Pr. Secretary (UD)
4. Secretary (Services)
5. Divisional Commissioner
6. Secretary (Land & Building)
7. Secretary (Education/Higher Education/TTE)
8. Registrar (Co-operative Societies)
9. Secretary (IT)
10. Secretary (AR)

Dismissed. re spm urgency. me

R.A. (S.G. Dan)

22.6.15
S.A.N.
23/6/15