

GOVERNMENT OF N.C.T. OF DELHI  
DIRECTORATE OF AUDIT  
(Administration Branch)

04<sup>th</sup> Level, 'C'-Wing,  
Delhi Sachivalaya,  
New Delhi.


No. F.9(4)/DOA/Estt./2016/Misc./Pt.File/dcaaudit/5780-82

Dated: 20-06-17

**Sub.: Regarding Public Hearing Hours.**

Please find enclosed herewith the copy of Circular No. F.19/16/AR/2016/Misc/4169-76 dated 25/05/2017, received from Chief Secretary of Delhi, on the above cited subject, with the request to bring the contents to the notice of all the concerned officers for information and taking necessary action accordingly.

**Encl.: As above.**

  
(H.R. NAUGAIN)  
SR. ACCOUNTS OFFICER (ADMN.)  
TEL. NO. 23392280

All the Branch In-charges, Directorate of Audit.

Copy to: -

1. PA to COA(A)/DCA, for information please.
2. AAO(Audit)/Nodal Officer (Website).
3. Guard file.

HN/2017/13306  
09-06-17

199/10

**OFFICE OF THE CHIEF SECRETARY, DELHI**  
**GOVERNMENT OF NCT OF DELHI**  
**5<sup>TH</sup> LEVEL, A - WING, DELHI SECRETARIAT,**  
**I.P. ESTATE, NEW DELHI - 110002**

No. F.19/16/AR/2016/Misc./4169 - 76

Dated: 25/5/17

AR/17/830

**CIRCULAR**

In supersession of previous circulars regarding Public Hearing by the Officers in various offices of GNCT of Delhi, it is hereby directed that all Officers, other than those who are on field duty, shall be available on their seats to meet the general public on every working day between 10.00 a.m. and 11.00 a.m. without appointments for redressal of their grievances.

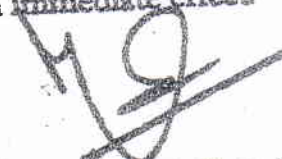
The officer shall maintain a record of the persons met / representations received / grievances heard and the action taken.

Exemption would only be granted in case an officer is on leave (medical or otherwise). No meetings would be kept by Ministers or Senior Officers between 10:00 a.m. and 11:00 a.m. to enable them to be present on their seat. If an officer has to leave his / her seat for any emergency, in that case, he / she will seek permission from the senior officer on phone, who in turn shall inform the office of the Minister concerned.

The public could complain, in case the Officer is not available between 10:00 a.m. and 11:00 a.m. to the Administrative Reforms Department on Tel. No. 23392726 / 23392620.

The above timings for Public Hearing shall be enforced with immediate effect.

This issues with the approval of Chief Minister.

  
(Dr. M.M. Kutty)  
Chief Secretary, Delhi

① SSP  
② DGT (P)  
③ Controller (Audit)

All Pr. Secretaries / Secretaries/HODs/HOOs of GNCT of Delhi including autonomous bodies/commissions/boards under GNCT of Delhi

Copy for information to:-

- i) Secretary to Hon'ble LG, Delhi.
  - ii) Addl. Secretary to Hon'ble Chief Minister, Delhi.
  - iii) Secretary to Hon'ble Dy. Chief Minister, Delhi.
  - iv) Secretaries to all Hon'ble Ministers, GNCT of Delhi.
- Form-7  
DGT  
216  
Sd/- (Admin.)  
Mrs Nagt

HN/2017/13471  
05-06-17  
19812

OFFICE OF THE CHIEF SECRETARY, DELHI  
GOVERNMENT OF NCT OF DELHI  
5<sup>TH</sup> LEVEL, A - WING, DELHI SECRETARIAT,  
I.P. ESTATE, NEW DELHI - 110002

F.No.19/16/AR/2016/Misc./Part File-3(2017)/4354-4443

Dated: 02/06/17

C I R C U L A R

The need for senior officers, especially Principal Secretaries and Secretaries, to visit field offices and to interact with the beneficiaries to get a first hand experience of the impact of various Government policies is well understood. This is essential to ensure efficient delivery of various kinds of services being provided by the Government.

Principal Secretaries / Secretaries of all public dealing Departments are directed to spend at least half a day in the field offices under their respective jurisdiction every week to monitor the implementation of the Government policies / projects to improve governance. Reports of such field visits shall be submitted to the Competent Authority on a regular basis.

This issues with the approval of Chief Minister.

(Dr. M.M. Kuttty)  
Chief Secretary, Delhi

All Pr. Secretaries / Secretaries of GNCT, of Delhi.

Copy for information to:-

- i) Secretary to L.G.
- ii) Addl. Secretary to CM.
- iii) Secretary to Dy. CM.
- iv) Secretaries to all Ministers.

XC  
5/6/17  
S. S. (Adm.)  
5/6/17  
Mrs. Vema Neph.

H/M/2017/15471  
05-06-17  
19812

OFFICE OF THE CHIEF SECRETARY, DELHI  
GOVERNMENT OF NCT OF DELHI  
5<sup>TH</sup> LEVEL, A - WING, DELHI SECRETARIAT,  
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Handwritten notes and signatures at the bottom of the page, including dates like 5/6/17 and names like Mrs. Vema Negi.