

GOVERNMENT OF NATIONAL CAPITAL TERRITORY DELHI
DEPARTMENT OF FOOD, SUPPLIES & CONSUMER AFFAIRS
(ADMINISTRATION BRANCH)
ROOM NO.305, IIIrd FLOOR, K-BLOCK, VIKAS BHAWAN,

CIRCULAR

In continuation of this office e-mail dated 02/06/2017 enclosing therewith a circular No. F,19/16/AR/2016/Misc./4169-76 dated 25/05/2017, regarding Public Hearing by the officers of the department. It is once again reiterated that all the officers of the department shall be available on their seats in the respective offices to meet the general public on every working day between 10:00 a.m. and 11:00 without appointment for redressal of their grievances.

It is also directed to maintain a record of the person met/representation received grievances heard and the action taken. The copy of the said circular is also enclosed for ready reference.

The public could complaint, in case the officer is not available between 10:00 am and 11:00 am to the Administrative Reforms department on Telephone No. 23392726/23392620. All the officers shall ensure to display the aforesaid instruction at conspicuous places in their respective offices.

Non compliance of this circular will be viewed seriously.

This issues with the approval of Secretary-cum-Commissioner, F&S Department.


(R.K.SAXENA)
ASSISTANT COMMISSIONER(ADMN.)

Encl: As above.

F.No.9(S)/2013/F&S/ADMN./1926-1932

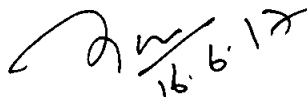
Dated: 16/06/17

Copy to:-

1. PS to CFS, F&S Department.
2. PA to Spl. Commissioners, F&S Department.
3. All officers of Food Supplies & Consumer Affairs including branch incharges of (HQ) and Circle FSOs.
4. AD (CA), F&S Department.
5. Sr. System Analyst with the request to upload this circular on the website of the department.
6. AC (General), with the request to ensure display of instructions in respect of (HQ) F&S immediately.
7. Guard file.


(R.K.SAXENA)
ASSISTANT COMMISSIONER(ADMN.)

U21/SSA/IT
16/6/17


SA
16.6.17
D.A.


19/6

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

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

Dated: 25/5/17

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

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.

Diary No. 2372

Pr. Br. of Spl. Commissioner

Date: 02/6/17

प्राप्ति व निर्गम शाखा
सं. 2505
दिनांक 1/6/17

502032/e office
1/6/17

1841/FSO(A)
02/6/17

JV/25

C(A)

1/6/17

A/CA

Pr. Secy (A)

02/06/17

M 7/6