

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI**  
**ADMINISTRATIVE REFORMS DEPARTMENT**  
**7th FLOOR, 'C' WING, DELHI SECRETARIAT, I.P. ESTATE, NEW DELHI 110002**  
**Email- arupdate@nic.in**

F. No: 12/04/AR/2018/ 56-215

Dated: 03/01/2020

**CIRCULAR**

To,

1. All Principal Secretaries/Secretaries/HODs of Govt. of NCT of Delhi
2. All Head of Departments of Local Bodies/Autonomous Bodies / Organizations/Undertakings of GNCTD

**Subject: Proper and efficient implementation of Public Grievances Redressal Mechanism.**

A meeting was held under the Chairmanship of Chief Secretary, Delhi with Chairman, Public Grievances Commission on 05.12.2019 regarding disposal of cases of Public Grievances.


Further, these points were also discussed by Addl. Director and Asstt. Director, AR Department in the Chamber of Chairman (PGC) on 11.12.2019. After considering various aspects Chief Secretary, Delhi has directed the following for proper and efficient implementation of Public Grievances Redressal Mechanism:-

1. **Display of Sign Boards** : All the Head of Departments of the GNCT of Delhi, Autonomous Bodies and Local Bodies should ensure fixture of display boards on prominent places in the office premises as per format enclosed for creating awareness about the functioning of PGC.
2. **Appeals under DRTI Act-2001**: All Heads of the Departments / Autonomous Bodies and Local Bodies shall ensure to supply the information under DRTI Act, 2001 under the signatures of the Competent Authority as notified by AR Department. Further, all Competent Authorities under DRTI Act, 2001 should be well conversant with the provisions of DRTI Act, 2001 and nominate a senior officer from the Department, preferably of the rank of Deputy Secretary or equivalent, who is well conversant with the facts of the case to be present in the hearings in PGC.
3. **Grievance Redressal**: All HODs shall ensure that officers of adequate seniority having clear background of the case may attend hearings in the Commission with proper Action Taken Reports. Further, HODs shall ensure sending of Action Taken Reports to PGC and the complainant at least 3 days before the date of scheduled hearing, so that the same can be examined by the Commission and if any clarification is sought from the department, the same can be conveyed and corrected before the hearing.
4. **Grievances Redressal Cell**: A Grievances Redressal Cell be established in their respective Departments to strengthen their Centralized Public Grievance Redressal and Monitoring (CPGRAMS), which can be clubbed with PGMS Cell. The AGRO of PGMS Cell will be the Nodal Officer of this Cell (CPGRAMS + PGMS). The Grievance Redressal Cell shall function under the direct control of concerned HOD. Further, during the public hearing hour i.e. 10.00 to 11.00 A.M., officers should properly adhere with the timings and should meet the general public alongwith Grievance Redressal Cell Incharge / Nodal Officer. The Nodal Officer, CPGRAMS of the Department will contact the Nodal Officer, CPGRAMS of PGC directly.

The details of Nodal Officer (Name, Designation, Telephone/ Mobile Number and e-mail address), so appointed by the Department, may be intimated to PGC and AR Department. Monthly report in respect of number of grievances received and resolved should also be informed to PGC and AR Department.

5. **Disposal of Complaints/Cases:** All HODs shall arrange to furnish Action Taken Report in respect of complaints/cases in prescribed proforma which has already been forwarded by PGC, within the stipulated time.
6. **Grievances related with pension matters:** All HODs of GNCTD, Autonomous Bodies and local bodies shall review pending pension cases on a quarterly basis, where pension and other retirement benefits have not been released to the retired public servant / families of deceased public servants. Further, pension forecast register should be maintained in all the offices. It should also be ensured that pension cases are settled before the date of retirement of the concerned officer / official of the Department. Principal Accounts Office shall furnish the pending pension cases to AR Department on a monthly basis. A quarterly review meeting of pending pension cases will be held in AR Department where senior officers of Principal Accounts Office, technical team and concerned Department will attend.

This issues with prior approval of Chief Secretary, Govt. Of NCT of Delhi.


  
(Raajiv Yaduvanshi)  
Pr. Secretary (AR)  
Ph:23392726

F. No: 12/04/AR/2018/ 56-215

Dated: 03/01/2020

Copy to

1. Chairman, Public Grievances Commission, GNCT of Delhi
2. SO to Chief Secretary, GNCT of Delhi 5<sup>th</sup> Floor, A Wing, Delhi Secretariat
3. P.A. to Pr. Secretary, AR Department
4. P.A to Addl. Director, AR Department

  
(Raajiv Yaduvanshi)  
Pr. Secretary (AR)

**DELHI GOVERNMENT**

HHC 10/c

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**What are you distressed about?**

- Inaction in Hospitals, Dispensaries and Schools?
- Disputes in Cooperative Housing Societies?
- Excess billing for water/ electricity, and defective meters?
- Encroachments and Unauthorized Construction  
On roads, Lanes and Parks?
- Choked sewers & Blocked Sanitation?
- Harassment in obtaining Ration Cards?
- Non availability of food items in fair Price Shops?
- Polluting and hazardous industries?
- Non- Payment of pension / gratuity / other duties?
- And much more

**Register Your Grievance or Appeal**

With

**PUBLIC GRIEVANCES COMMISSION**

**GOVERNMENT OF NATIONAL CAPITAL  
TERRITORY OF DELHI**

**WE ADDRESS ALL THE ABOVE**

**M-BLOCK , VIKAS BHAWAN,**

**I.P. ESTATE NEW DELHI-110110**

**Tel nos.-91-11-23379900- 91-11-23379901**

**Fax no. : 91-11-23370903**

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*Handwritten signature*

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HHC

## दिल्ली सरकार

क्या आप निम्नलिखित किसी समस्या से परेशान हैं,  
अस्पताल, चिकित्सालय और स्कूल में काम न होना ?

सहकारी आवास समितियों में विवाद ?

बिजली एवं पानी के बढ़े हुए बिल और खराब मीटरों से संबंधित ?

सड़कों, गलियों और पार्कों में अतिक्रमण एवं अनधिकृत निर्माण ?

अवरुद्ध एवं जाम पड़े नालें ?

राशन कार्ड बनवाने में कठिनाई ?

\* राशन की दुकानों पर खाद्य प्रदार्थों का न मिलना ?

प्रदूषित एवं खतरनाक उद्योग ?

सेवानिवृत्ति पर पेंशन, ग्रेजुएटी और अन्य भुगतान न मिलने पर ?

एवं कई अन्य शिकायतों के लिए

अपनी शिकायतें एवं अपील पंजीकरण हेतु

निम्न प्रते पर दर्ज करें

जन शिकायत आयोग

राष्ट्रीय राजधानी क्षेत्र, दिल्ली सरकार

एम-ब्लॉक, विकास भवन, आई.पी.स्टेट, नई दिल्ली-110110

दूरभाष सं.91.11.23379900-91.11.23379901

फैक्स सं.91.11.23370903