

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF TRAINING & TECHNICAL EDUCATION
MUNI MAYA RAM MARG, PITAMPURA, DELHI-110034.
(CO-ORDINATION BRANCH)

No.F.5(44)/2017/CDN/TTE/ 40-43

Dated : 23/01/2020

To,

1. All Principals of ITs / ITIs under, DTTE.
2. All Branch Incharges, DTTE (HQ) / BTE.
TTE (HQ.), Pitampura, Delhi.

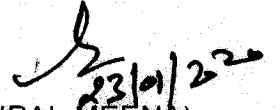
Sub:- Proper and efficient implementation of Public Grievances Redressal Mechanism.

Sir/Madam,

Please find enclosed herewith a copy of letter No.F.12/04/AR/2018/56-215 dated 03.01.2020 alongwith its enclosure received from Principal Secretary (AR) Department, 7th Floor, 'C' Wing, Delhi Secretariat I.P.Estate New Delhi on the subject cited above, which is self explanatory for information and necessary action in this regard.

Encl: As above.

Yours faithfully,



(RAJPAL MEENA)

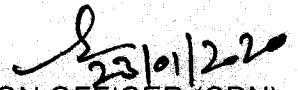
SECTION OFFICER (CDN)

Dated: 23/01/2020

No.F.5(44)/2017/CDN/TTE/ 40-43

Copy for information :-

1. P.S. to Principal Secretary/P.S. to Director/P.A to Joint Director, TTE (HQ.)
2. The system analyst, TTE (HQ) requested to upload the information referred above on the Deptt website www.tte.delhigov.nic.in



SECTION OFFICER (CDN)

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
ADMINISTRATIVE DEPARTMENT
7th FLOOR, 'C' WING, DELHI
Email: admin@nctdelhi.gov.in

Diary No. 405
Date: 06/01/2020

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

Date: 02/01/2020

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

24/1/20
3.1.2020
PS to Dn

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

4119/00/A/
10/1/2020

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.

JD (TTE)
DD (Admin)
V

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:-

SS/AC/1
08/01/20

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.

A.D.
Dn
09-1-2020

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 signature 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.

9/1/2020
DD (Admin)

3. **Grievances 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 cases 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.

SA(E-IV)

Grievances Redressal Cell: A Grievances Redressal Cell be established in their respective Departments to strengthen their Centralized Public Grievances Redressal and Monitoring (CPGRAMS), which can be clubbed with PGMS Cell. The AGRO of PGMS shall 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 from 10.00 to 11.00 A.M. officers should properly adhere with the hearings and should not be present

27/1/2020
17/01/2020

It is pertian to CDN Branch.

24/1

DA 04/CDN
21/01/2020

Sh. Rakesh

SO/CJN


SA(E-IV)

250/2

The details of Nodal Officer (Name, Designation, Telephone, Mobile Number and e-mail address), so appointed by the Department, may be indicated 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. **Follow-up 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.



(Ravi Yaduvanshi)
Pr. Secretary (AR)
Ph:22332726

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

Date: 03/01/2020

Copy to

1. Chairman, Public Grievances Commission, GNCT of Delhi
2. SO to Chief Secretary, GNCT of Delhi 3rd Floor, A Wing, Delhi Secretariat
3. P.A. to Pr. Secretary, AR Department
4. P.A. to Addl. Director, AR Department


(Ravi Yaduvanshi)
Pr. Secretary (AR)

What are you dissatisfied about?

Inaction in Hospitals, Dispensaries and Schools?

Disputes in Cooperative Housing Societies?

Excess billing for water, electricity, and telephone services?

Encroachments and Unauthorized Construction?

On roads, lanes and paths?

Choked sewers & blocked drains?

Harassment in obtaining Ration Cards?

Non-availability of food items in the Fair Price Shops?

Falsifying and hoarding ration cards?

Non-payment of pension / gratuity / other dues?

And much more

Register Your Grievances or Appeal

With

PUBLIC GRIEVANCES COMMISSION

GOVERNMENT OF NCT OF DELHI

TERMINAL HOUSE

THE ARCADES, ANAND VIHAR

DELHI, INDIA

LP. ESTATE NEW DELHI-110002

Tel nos. 01-11-23110001 to 23110004

Fax no. 01-11-23110005

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(2)

1/2

प्रमाण पत्र

महाराष्ट्र शासन, विद्यार्थी कल्याण विभाग, मुंबई

आचार्य, महाराष्ट्र शासन, विद्यार्थी कल्याण विभाग, मुंबई

प्रमाणित के जाते हैं कि श्री/श्रीमती

नाम: _____

राज्य: _____

वर्ग: _____

संख्या: _____

दिनांक: _____

प्रमाणित के जाते हैं कि

नाम: _____

राज्य: _____

वर्ग: _____

संख्या: _____

दिनांक: _____

मुद्रांकित पत्रिका - 11/2/1976

मुद्रांकित पत्रिका