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Office of the Secretary (SW)
Deptt. of Social Welfare
Govt. of NCT of Delhi

08 JUL 2022

Dy. No. 2549

OFFICE OF THE ADMINISTRATIVE REFORMS DEPARTMENT
7TH FLOOR C-WING: DELHI SECRETARIAT:
I.P.ESTATE: NEW DELHI-110002

No.F.2(5)/2020/AR/PGMS/3864-68.

Dated: 07/07/22

CIRCULAR

It has been observed in the meeting of group of senior officers held with the Chief Secretary on 13/5/2022 that there is a need for weekly review of redressal mechanism of pending public grievances i.e. CPGRAM & PGMS by each Head of Department/ GRO to ensure that the pending grievances are resolved in a time bound manner. This has been highlighted in e-samikSha portal vide UID GRM/72/1 for action.

Further, it is mandated upon the Administrative Reforms Department to compile the information of pendency on PGMS and CPGRAM (Department wise) and provide this information to the office of Chief Secretary every fortnight on e-samikSha portal for perusal and necessary action.

Since the issue of pendency has been configured as an item on e-samikSha portal, it is impressed upon all the HODs to work on to curb the pendency and take necessary steps to resolve the grievances on priority. The A.R. Department would be uploading the pendency of PGMS and CPGRAM every fortnightly (Deptt.wise)) on e-samikSha portal of Chief Secretary,

All HOD/GROs are therefore required to closely monitor the pendency and effective disposal of PGMS & CPGRAM grievances in public interest and to achieve the objective of good governance.

This issues with the prior approval of the Competent authority.

(Ashish Kumar)
Dy. Secretary (AR)
Dated:

No.F.2(5)/2020/AR/PGMS/

Copy to:

1. OSD to Chief Secretary, Delhi Secretariat, I.P.Estate, New Delhi-2
2. All HODs, Govt. of NCT of Delhi.
3. All HODs, Autonomous bodies
4. Joint Director (Planning), Govt. of NCT of Delhi, 6th Level, B-Wing, Delhi Sectt., I.P.Estate, New Delhi-2
5. SA (IT), for uploading the same on Delhi Govt. website.

(Ashish Kumar)
Dy. Secretary (AR)

PJW
DD(PGMS)
SSA

e-mail

24/CC
8/7/22

W/O
08/07/22
Q. no. 2
July 8, 2022
for uploading

Fwd: Circular

From : Garima Gupta <pssw@nic.in>
Subject : Fwd: Circular
To : rtesw2021 <rtesw2021@gmail.com>

Fri, Jul 08, 2022 04:14 PM

1 attachment

From: "Garima Gupta" <pssw@nic.in>
To: "Garima Gupta" <secretary.wcd@delhi.gov.in>, "Dr. Rashmi Singh" <wcd@nic.in>, "Dr Rashmi Singh" <dsw@nic.in>, "dswgrievance" <dswgrievance@gmail.com>
Sent: Friday, July 8, 2022 4:13:20 PM
Subject: Fwd: Circular

From: "arupdate" <arupdate@nic.in>
To: "S.S.Yadav S.S.Yadav" <Ssyadav.dip@gov.in>, "S. B. Deepak Kumar" <secservices@nic.in>, "Ram Niwas Sharma" <labcom@nic.in>, "Dr. RANBIR SINGH" <ceo_delhi@eci.gov.in>, "lokayukta.delhi" <lokayukta.delhi@nic.in>, "Secretary to LG" <seclg@nic.in>, "dpmajids@gmail.com", "mamcregistrar@gmail.com", "Col Jagat Singh" <hq.dir-coord@nicindia.nic.in>, "Directorate General of Health Services" <dirhhs@nic.in>, "dtehedu@gmail.com", "Director Training UTCS" <dutcs@nic.in>, "ps2cfs@gmail.com", "scstsecretary@gmail.com", "wcdvac@gmail.com", "pcofgnctd@gmail.com", "dge 2011" <dge.2011@gmail.com>, "Garima Gupta" <pssw@nic.in>, "COMMISSIONER (VAT/ST)" <ctt.delhi@nic.in>, "R. Alice Vaz" <pstechedu@nic.in>, "commpt" <commpt@nic.in>, "Divisional Commissioner" <divcom@nic.in>, "H Rajesh Prasad" <secyedu@nic.in>, "Arva Gopi Krishna" <cexcise@nic.in>, "RCS" <rcoop@nic.in>, "Director -Delhi Fire Service" <director.dfire@nic.in>, "Raj Kumar" <sla.delhi@gov.in>, "dmc nct" <dmc_nct@rediffmail.com>, "Secretary, DSSSB" <dsssb-secy@nic.in>, "Commissioner Development" <cdevelop@nic.in>, "L D JOSHI" <coa@nic.in>, "PUBLIC GRIEVANCES COMMISSION" <pgcdelhi@nic.in>, "Drugs Control Department Delhi" <dirdcd@nic.in>, "cp-bsbassi@nic.in", "ceifcd@gmail.com", "Neeraj Semwal IAS" <cmd@dtc.nic.in>, "VIKRAM SINGH MALIK" <secretary@ndmc.gov.in>, "commissioner-ndmc@mcd.gov.in", "VivekSrivastava Nodal Officer" <nodjb.delhi@nic.in>, "ceodelhi.djb" <ceodelhi.djb@nic.in>, "sunita tiwari" <sunita.tiwari@gbpec.edu.in>, "yousufjamil289@gmail.com", "dcsk 2006" <dcsk_2006@yahoo.in>, "principal@dr-ait.org", "Director Ayush" <dir-ayush@nic.in>, "cg hosp 2008" <cg hosp_2008@hotmail.com>, "dg home" <dg home@nic.in>, "rsb del@yahoo.co.in", "fsl delhi@indiatimes.com", "DIG Tihar" <dig-tihar@nic.in>, "Pr secretary Health" <pshealth@nic.in>, "skgarg@dce.ac.in", "rehcouncil delhi" <rehcouncil_delhi@bol.net.in>, "commissioner-sdmc@mcd.gov.in", "principal@andc.du.ac.in", "manta610@gmail.com", "info@drbrambedkarcollege.ac.in", "bnc kair" <bnc.kair@gmail.com>, "dhananjoy shaw" <dhananjoy_shaw@yahoo.com>, "principal@keshav.du.ac.in", "principal@mac.du.ac.in", "principal pk" <principal.pk@gmail.com>, "principal@rajguru.du.ac.in", "cbs@sscsdu.ac.in", "Sanjeev Khirwar" <sew@nic.in>, "Daljeet Singh" <dirw@dmrc.org>, "KK Dahiya" <md.dtidc@delhi.gov.in>, "pwhdqdelhi@gmail.com", "dsathebest@rediffmail.com", "Shri Sanjay Goel IAS" <psud@nic.in>, "vcdda@dda.org.in", "mddsiidc@gmail.com", "Dr. Ashish Chandra Verma" <psfin@nic.in>, "buildingland22@gmail.com", "Mukesh Wadhwa" <secydc@nic.in>, "panchayat delhi" <panchayat.delhi@gmail.com>, "ANKUR GARG" <secyit@nic.in>, "Juhi Mukherjee" <juhi.m@ias.nic.in>, "Shashi Kaushal Special Commissioner" <scotpt3.delhi@gov.in>, "Santulan Chaubey" <santulan@gov.in>, "Sumit Kumar" <sumit.kumar@sem.gov.in>, "spl secretary1" <spl.secretary1@gmail.com>, "directoratesismh@gmail.com", "NodalOfficer Audit" <saoaudit@nic.in>, "Ashok Kumar" <jddes.delhi@gov.in>, "labcomm delhi" <labcomm.delhi@gmail.com>, "Dr. Monika Rana" <dirdfw@nic.in>, "Shri Praveen Kumar Gupta" <sgad@nic.in>, "Pr Secretary Home GNCTD" <pshome@nic.in>, "slaw" <slaw@nic.in>, "SECRETARY POWER" <pspower@nic.in>, "md office" <md.office@tatapower-ddl.com>, "dvigil" <dvigil@nic.in>, "questionbranchlas@gmail.com", "cbpayurved@yahoo.co.in", "bhudev singh" <bhudev.singh@jgl.co.in>, "Commissioner Disab Delhi" <comdis.delhi@nic.in>, "delhishelter@gmail.com", "depttofararchaeology@gmail.com", "livingpositive@gmail.com", "dcshahdara2014@gmail.com", "R Menaka" <dcnorth@nic.in>, "Dr Monica Priyadarshini" <dcsouth@nic.in>, "Spl.Development Commissioner" <adcdev.delhi@nic.in>, "Dr.Jeet Ram Bhatt" <jeetram.bhatt@gov.in>, "Chief Executive Officer Delhi Wakf Board" <ceodl@wakf.gov.in>, "Santosh Kumar Behera" <bk.santosh@gov.in>, "kgahlot@gmail.com", "N. Srinivas" <nsrini@nic.in>, "Director Operations" <dir.opr@dtl.gov.in>, "GurpalSingh SecytoMinister" <secylm.delhi@gov.in>, "Manie Khaneja" <sic-del@nic.in>, "fincomnct" <fincomnct@nic.in>, "Commissioner of Industries" <comind@sansad.nic.in>, "registrar@ipu.ac.in", "Sandeep" <sandy@gov.in>, "Prashant Raghav" <pgms.delhi@gov.in>, "cp dcpcr" <cp.dcpcr@gmail.com>, "dsddc delhi" <dsddc.delhi@gmail.com>, "Joydeep Shome" <joydeep@nic.in>, "slnasa@yahoo.co.in", "rajiva srivastava" <rajiva.srivastava@dimts.in>, "chairman ebd" <chairman.ebd@gmail.com>, "examiningbody@gmail.com", "a vicky1 kumar" <a_vicky1.kumar@airtel.com>, "Vivek Gupta" <gm@nicis.nic.in>, "harishc malhotra" <harishc.malhotra@cyfuture.com>, "rajesh@caretelindia.com", "aotr2ndabsnl@gmail.com", "Isha Khosla" <dy.comhq4@delhi.gov.in>, "quwstionbranchlas@gmail.com", "Rajiv Chauhan" <rajiv.chauhan@nic.in>, "medicaldirectorigh@gmail.com", "ssf7881@gmail.com", "shailendraksharma10@gmail.com", "Swati Sharma" <secyart@nic.in>, "bocwhq del" <bocwhq.del@gmail.com>

Sent: Friday, July 8, 2022 4:08:14 PM
Subject: Circular

Sir/Madam,

It has been observed in the meeting of a group of senior officers held with the Chief Secretary on 13/5/2022 that there is a need for weekly review of redressal mechanism of pending public grievances i.e. CPGRAM & PGMS. by each Head of Department/GRO to ensure that the pending grievances are resolved in a time-bound manner. This has been highlighted in e-samiksha portal vide UID GRM/72/1 for action.

Regards,

Administrative Reforms Department,
 Government of NCT of Delhi,
 C-Wing, 7th Level, Delhi Secretariat,
 I.P. Estate, New Delhi-110002.
 Phone No.: 011- 23392620 / 23392483

3864-68_0001.pdf
343 KB

Fri, Jul 08, 2022 04:13 PM

1 attachment

From : Garima Gupta <pssw@nic.in>

Subject : Fwd: Circular

To : Garima Gupta <secretary.wcd@delhi.gov.in>, Dr. Rashmi Singh <wcd@nic.in>, Dr Rashmi Singh <dsw@nic.in>, dswgrievance <dswgrievance@gmail.com>

From : "arupdate" <arupdate@nic.in>

To : "S.S.Yadav S.S.Yadav" <Ssyadav.dip@gov.in>, "S. B. Deepak Kumar" <secservices@nic.in>, "Ram Niwas Sharma" <labcom@nic.in>, "Dr. RANBIR SINGH" <ceo_delhi@eci.gov.in>, "lokayukta.delhi" <lokayukta.delhi@nic.in>, "Secretary to LG" <seclg@nic.in>, dpmajids@gmail.com, mamcregistrar@gmail.com, "Col Jagat Singh" <hq.dir-coord@nccindia.nic.in>, "Directorate General of Health Services" <dirdhs@nic.in>, dtehedu@gmail.com, "Director Training UTCS" <dutcs@nic.in>, ps2cfs@gmail.com, scstsecretary@gmail.com, wcdvac@gmail.com, pccfgnctd@gmail.com, "dge 2011" <dge.2011@gmail.com>, "Garima Gupta" <pssw@nic.in>, "COMMISSIONER (VAT/ST)" <ctt.delhi@nic.in>, "R. Alice Vaz" <pstechedu@nic.in>, "commtp" <commtp@nic.in>, "Divisional Commissioner" <divcom@nic.in>, "H Rajesh Prasad" <secyedu@nic.in>, "Arva Gopi Krishna" <cexcise@nic.in>, "RCS" <rcoop@nic.in>, "Director -Delhi Fire Service" <director.dfire@nic.in>, "Raj Kumar" <sla.delhi@gov.in>, "dmc nct" <dmc_nct@rediffmail.com>, "Secretary, DSSSB" <dsssb-secy@nic.in>, "Commissioner Development" <cdevelop@nic.in>, "L D JOSHI" <coa@nic.in>, "PUBLIC GRIEVANCES COMMISSION" <pgcdelhi@nic.in>, "Drugs Control Department Delhi" <dirdcd@nic.in>, cp-bsbassi@nic.in, ceifcd@gmail.com, "Neeraj Semwal IAS" <cmd@dtc.nic.in>, "VIKRAM SINGH MALIK" <secretary@ndmc.gov.in>, commissioner-ndmc@mcd.gov.in, "VivekSrivastava Nodal Officer" <nodjb.delhi@nic.in>, "ceodelhi.djb" <ceodelhi.djb@nic.in>, "sunita tiwari" <sunita.tiwari@gbpec.edu.in>, yousufjamil289@gmail.com, "dcsk 2006" <dcsk_2006@yahoo.in>, principal@dr-ait.org, "Director Ayush" <dir-ayush@nic.in>, "cghosp 2008" <cghosp_2008@hotmail.com>, "dghome" <dghome@nic.in>, rsbdel@yahoo.co.in, fsidelhi@indiatimes.com, "DIG Tihar" <dig-tihar@nic.in>, "Pr secretary Health" <pshealth@nic.in>, skgarg@dce.ac.in, "rehcouncil delhi" <rehcouncil_delhi@bol.net.in>, commissioner-sdmc@mcd.gov.in, principal@andc.du.ac.in, mamta610@gmail.com, info@drbrambedkarcollege.ac.in, "bnc kair" <bnc.kair@gmail.com>, "dhananjay shaw" <dhananjay_shaw@yahoo.com>, principal@keshav.du.ac.in, principal@mac.du.ac.in, "principal pk" <principal.pk@gmail.com>, principal@rajguru.du.ac.in, cbs@sscbsdu.ac.in, "Sanjeev Khirwar" <senv@nic.in>, "Daljeet Singh" <dirw@dmrc.org>, "KK Dahiya" <md.dtidc@delhi.gov.in>, pwdhqdelhi@gmail.com, dlsathebest@rediffmail.com, "Shri Sanjay Goel IAS" <psud@nic.in>, vcdda@dda.org.in, mddsiidc@gmail.com, "Dr. Ashish Chandra Verma" <psfin@nic.in>, buildingland22@gmail.com, "Mukesh Wadhwa" <secydc@nic.in>, "panchayat delhi" <panchayat.delhi@gmail.com>, "ANKUR GARG" <secyit@nic.in>, "Juhi Mukherjee" <juhi.m@ias.nic.in>, "Shashi Kaushal Special Commissioner" <scotpt3.delhi@gov.in>, "Santulan Chaubey" <santulan@gov.in>, "Sumit Kumar" <sumit.kumar@semt.gov.in>, "spl secretary1" <spl.secretary1@gmail.com>, directorateosismh@gmail.com, "NodalOfficer Audit" <saoaudit@nic.in>, "Ashok Kumar" <jddes.delhi@gov.in>, "labcomm delhi" <labcomm.delhi@gmail.com>, "Dr. Monika Rana" <dirdfw@nic.in>, "Shri Praveen Kumar Gupta" <sgad@nic.in>, "Pr Secretary Home GNCTD" <pshome@nic.in>, "slaw" <slaw@nic.in>, "SECRETARY POWER" <pspower@nic.in>, "md office" <md.office@tatapower-ddl.com>, "dvigil" <dvigil@nic.in>, questionbranchlas@gmail.com, cbpayurved@yahoo.co.in, "bhudev singh" <bhudev.singh@igl.co.in>, "Commissioner Disab Delhi" <comdis.delhi@nic.in>, delhishelter@gmail.com, depttoarchaeology@gmail.com, livingpositive@gmail.com, delmedicalcouncil@vsnl.net, "DTTDC" <tourism@delhitourism.gov.in>, "tourism gnctd" <tourism.gnctd@gmail.com>, dcshahdara2014@gmail.com, "R Menaka" <dcnorth@nic.in>, "Dr Monica Priyadarshini" <dcsouth@nic.in>, "Spl.Development Commissioner" <addev.delhi@nic.in>, "Dr. Jeet Ram Bhatt" <jeetram.bhatt@gov.in>, "Chief Executive Officer Delhi Wakf Board" <ceodl@wakf.gov.in>, "Santosh Kumar Behera" <bk.santosh@gov.in>, kgahlot@gmail.com, "N. Srinivas" <nshrini@nic.in>, "Director Operations" <dir.opr@dtl.gov.in>, "GurpalSingh SecytoMinister" <secylm.delhi@gov.in>, "Manie Khaneja" <sio-del@nic.in>, "fincomnct" <fincomnct@nic.in>, "Commissioner of Industries" <comind@sansad.nic.in>, registrar@ipu.ac.in, "Sandeep" <sandy@gov.in>, "Prashant Raghav" <pgms.delhi@gov.in>, "cp dcpr" <cp.dcpr@gmail.com>, "dsddc delhi" <dsddc.delhi@gmail.com>, "Joydeep Shome" <joydeep@nic.in>, shnasa@yahoo.co.in, "rajiva srivastava" <a_vicky1.kumar@airtel.com>, "chairman ebd" <chairman.ebd@gmail.com>, examiningbody@gmail.com, "a vicky1 kumar" <a_vicky1.kumar@airtel.com>, "Vivek Gupta" <gm@nicl.nic.in>, "harishc malhotra" <harishc.malhotra@cyfuture.com>, rajesh@caretelindia.com, aotr2ndabsnl@gmail.com, "Isha Khosla" <dy.comhq4@delhi.gov.in>, quwstionbranchlas@gmail.com, "Rajiv Chauhan" <rajiv.chauhan@nic.in>, medicaldirectorigh@gmail.com, ssf7881@gmail.com, shailendraksharma10@gmail.com, "Swati Sharma" <secyart@nic.in>, "bocwhq del" <bocwhq.del@gmail.com>

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