

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
REVENUE DEPARTMENT: DELHI
(GENERAL ADMINISTRATION BRANCH)
5, SHAM NATH MARG, DELHI-54

No. F. No. 1(37)/2/Trg./GA/Estt./DC/Volume-II/5330 Dated: 01/07/14

To,

Spl. Director (Trg.),
Directorate of Training (UTCS),
Institutional Area, Vishwash Nagar,
Shahdara, Delhi-32.

Sub:- One day workshop on Sevottam-Citizen Charter on 15/07/2014

Sir,

With reference to letter no. F.8(1)(12)/2014-15/UTCS/TS-IV/9994 dated 10/06/2014 vide which it was requested to nominate one/two Officers (not below the rank of Jt. Secretary or equivalent) dealing with Citizen Charter and Public Grievance Redressal for the aforesaid workshop alongwith the details of their names, designation and contact numbers.

In this context, the following officers have been nominated for one day workshop on Sevottam-Citizen Charter scheduled to be held on 15/07/2014:-

S. No.	Name	Designation	Telephone no.
1.	Dr. Anil Agarwal	Additional Secretary (Revenue)/ ADM (H.Q.)	9818419668
2.	Sh. A.K. Sharma	SDM-IV(H.Q.)	9953223046
3.	Sh. Prem Kumar Singh	Office Superintendent (G.A.) (H.Q.)	9868432604

This issues with prior approval of the Pr. Secretary (Revenue), Delhi.

Yours faithfully,

(A.K. Sharma)

Sub-Divisional Magistrate-IV (H.Q.)

No. F. No. 1(37)/2/Trg./GA/Estt./DC/Volume-II/5330 Dated: 01/07/14

Copy forwarded for information and necessary action to:-

1. Dr. Anil Agarwal, Additional Secretary/ADM (HQ) (Revenue), Revenue Department, Delhi.
2. Sh. A. K. Sharma, SDM-IV (HQ), Revenue . Revenue Department, Delhi.
3. System Analyst (H.Q.) with the request to upload this order on the website of the department.
4. Sh. Prem Kumar Singh, Office Superintendent, G.A. Branch, Revenue Department, Delhi.
5. Sr. P.A. to Pr. Secretary (Revenue), Delhi.
6. PA to Additional Secretary (Revenue), Delhi.
7. Guard File/Office Order file.

(A.K. Sharma)

Sub-Divisional Magistrate-IV (H.Q.)

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GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
DIRECTORATE OF TRAINING (UNION TERRITORY CIVIL SERVICES)
INSTITUTIONAL AREA VISHWAS NAGAR, SHAHDARA DELHI-110032.
Ph. 011-22304439, 011-22388504 Fax: 011-22308556

S. D. M.-I (HO) F. 8(1)(12)/2014-15/UTCS/TS-IV / 9994
Revenue Deptt.
Date.....16/06
Diary No...1837



Dated:- 10/06/14

Head of Departments,
Govt. of NCT of Delhi.
(As per list attached).

Adm (rev)

Subject: One-day workshop on Sevottam – Citizen Charter

Sir,

It is submitted for your kind information that Quality Management System (QMS) Sevottam is a generic framework for bringing continual improvement in public service delivery till excellence is achieved. This has been established by the Department of Administrative Reforms and Public Grievances, GOI. The Second Administrative Reforms Commission, in its 12th Report has also agreed with the Sevottam framework.

OS (GA)

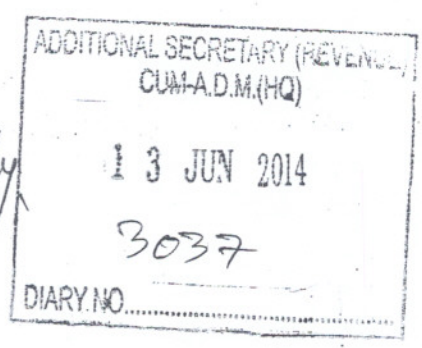
This Directorate is conducting a one-day workshop on Sevottam – Citizen Charter on 15th July, 2014. It is requested that one / two officers (not below the rank of Joint Secretary or equivalent) dealing with Citizen Charter (preparation and implementation) and Public Grievance Redressal may be nominated for the aforesaid workshop with their names, designation and contact numbers on or before 20th June 2014.

Mon. Ush
5987/GA
17/6/14

Yours faithfully,

(K. Mahesh)
Spl. Director (Trg.)
Ph: 22304439
Fax: 22308556
E-mail: dutcs@nic.in

SDM I
Direct up
urgently



30/6/14

16/6