

mail to all DCs

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

No. F. 7(52)/GA/Estt./DC/2014/ 2947

Dated:- 08-01-2014

To,

The All The Deputy Commissioners.,
All Districts,
Revenue Department, Delhi.

Sub: Launch of Public Grievance Management System (PGMS) by Chief Minister, Delhi at Delhi Secretariat on 11/01/2014 at 9:30 AM

Sir/Madam,

I am directed to forward you the Meeting Notice bearing No. 0SCM/5-13 dated 06/01/2014 alongwith background notice received from the Office of Hon'ble Chief Minister of Delhi regarding the above mentioned subject.

Vide the above mention background note it has been informed that Hon'ble Chief Minister and his Cabinet Colleagues will hear Grievances/Suggestions of the Citizens every day from (Monday-Thursday) from 9:30 A.M. to 10:30 P.M.. The grievances received will be uploaded on the Web Base System. For having access to these Grievances/Suggestions a Unique I.D. and password is being issued to all the Deputy Commissioners. The user I.D. and password can be obtained from two Nodal Officers namely Sh. M. Sreekant (M.No. 9818020645) and Shri Tarun (M.No. 8130495364).

Further, all the ADMs of the Districts are nominated as Nodal Officers for day to day interaction/clarifications/suggestions. These Nodal Officers may be directed to attend the Meeting cum Training Programme on 09/01/2014 from 4:00 p.m. to 6:00 p.m. at Delhi Secretariat Auditorium.

This issues with the prior approval of the Principal Secretary (Revenue)/Divisional Commissioner, Delhi.

Yours faithfully,


(A.K. Sharma) 8/1/14

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

Encl.: As Above.

No. F. 7(52)/GA/Estt./DC/2014/ 2947

Dated:- 08-01-2014

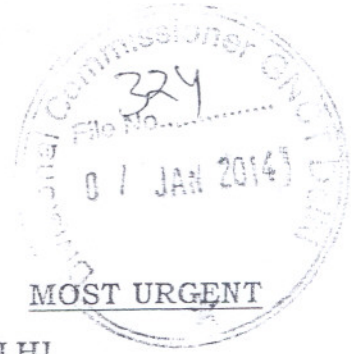
Copy forwarded for information and necessary action to:-

1. OSD to CS-Chief Secretary, Office of the Chief Minister, Delhi, Delhi Secretariat, 3rd Level, Delhi Secretariat, New Delhi-110002.
2. All Additional District Magistrates, All Distts., Revenue Department, Delhi.
3. The All SDMS (H.Q.), Revenue Department, 5-Sham Nath Marg, Delhi.
4. The System Analyst, Revenue Department (H.Q.) with the request to upload this letter on the website of the department.
5. Sr. PA to Pr. Secretary (Revenue)/Divisional Commissioner, Delhi.
6. PA to Addl. Secretary (Revenue).
7. Guard File.


(A.K. Sharma) 8/1/14

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

3



OFFICE OF THE CHIEF MINISTER, DELHI
DELHI SECRETARIAT, 3RD LEVEL, DELHI SECRETARIAT,
NEW DELHI-110002

No. OSCM/S-13

Dated:- 06/01/2014

MEETING NOTICE

To

Pr. Secretaries/Secretaries of Govt of NCT of Delhi	Commissioner of Police, Delhi Police, PHQ, New Delhi
Vice Chairman, DDA, Vikas Sadan, INA, New Delhi	CEO, Delhi Jal Board, Jhandewalan, New Delhi.
Commissioner of Local Bodies MCDs	Chairman, New Delhi Municipal Council, Palika Kendra, New Delhi.
CMDs of Corporation/Undertakings/ Autonomous Bodies of Govt of NCT of Delhi.	

Sub:- Launch of Public Grievance Management System (PGMS) by Chief Minister, Delhi at Delhi Secretariat on 11.1.2014 at 9.30 AM.

Sir/Madam,

Chief Minister, Delhi will launch Public Grievance Management System (PGMS) on 11.1.2014 at 9.30 AM (Saturday) at Delhi

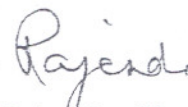
1 given to All DC's)

Secretariat to hear the grievances or suggestions of citizens, every day from Monday to Saturday (9.30 AM to 10.30 AM).

II. The detailed background note is enclosed.

III. It is requested to kindly attend the meeting chaired by Chief Minister, Delhi on 8.1.2014 (Wednesday) at 5:00 p.m. at Delhi Secretariat Auditorium, New Delhi. It is also requested that HODs of your Department may also attend the meeting along with you.

IV. A meeting-cum-training programme for all the Nodal Officers of every Department for the web based system prepared for monitoring of grievances has been scheduled on 9.1.2014 (Thursday) from 4.00 PM to 6.00 PM at Delhi Secretariat Auditorium. It is requested that Nodal Officers of your Department may be requested to attend the meeting - cum-training programme.



(Rajendra Kumar)

Secretary to Chief Minister, Delhi

Encl:-Background Note.

No.

Dated:-

Copy to:-

- 1) Secretary to Ministers - Minister may kindly be requested to attend the meeting.
- 2) OSD to CS - Chief Secretary, Delhi may kindly be requested to attend the meeting.

Background Note.

Sub: Launch of Public Grievance Management System (PGMS) by Chief Minister, Delhi at Delhi Secretariat on 11.1.2014 at 9.30 AM.

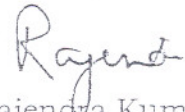
1. Chief Minister, Delhi will launch Public Grievance Management System (PGMS) on 11.1.2014 (Saturday) at 9.30 AM at Delhi Secretariat. Chief Minister and his Cabinet colleagues will hear the grievances/suggestions of the citizens every day (Monday to Saturday) at Delhi Secretariat from 9.30 AM to 10.30 AM.
2. A web based system has been prepared by NIC wherein grievances will be entered on daily basis by CM office/Department of IT. The documents collected will be scanned and uploaded on web based system and a unique ID number is given for all grievances. The hard copy of the grievances will be sent to the concerned department through routine dak.
3. The categorization of the documents to be collected in PGMS will be as under:-
 - Grievance
 - Suggestion
 - Policy matters
 - Miscellaneous Matters
 - Not related to Government
4. The time frame for disposal of grievances will be decided by Minister during the time of hearing. The action taken note will be entered on web based system by respective HOD regularly.

The entry is to be made in web based system. If the grievance is satisfactorily redressed by the HOD, the status of grievance will change from "pending" to "disposed off" on the web based system.

5. In case, the grievance is not disposed off by the HOD in the time bound manner, the grievance will be escalated to Pr.Secretary/Secretary concerned. The web based system also carries remarks "Remarks of CM office" wherein remarks/suggestion regarding disposed off case may be given by CM office which may also be seen on regular basis.
6. The grievances will be monitored by Council of Ministers on daily basis. All Pr.Secretaries/Secretaries/HODs are requested to see the grievances on daily basis.
7. Pr.Secretaries/Secretaries are requested to kindly give the list of all HODs with name and designation by 6.1.2014 (Monday) evening so that the mapping of all HODs/Secretaries/Pr.Secretaries is done on the web based system prepared by NIC/Department of IT.
8. NIC have been directed to map all Pr.Secretaries/Secretaries/HODs in the web based system.
9. Two nodal officers of Department of IT and NIC are nominated to provide user name and password to Pr.Secretaries/Secretaries/HODs which can be collected by the departments on or before 8.1.2014. The contact details of nodal officers are :-
 - (i) Shri M.Sreekanth Mb No.9818020645

(ii) Shri Tarun Mb No.8130495364

10. The Nodal officers (not below the level of Head of Office) of all the Departments may also be nominated for day to day interaction/clarification/suggestion.
11. This background note has the approval of Chief Minister, Delhi.



(Rajendra Kumar)

Secretary to Chief Minister, Delhi