

**Department of Food Safety**  
**Government of NCT of Delhi**  
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**Connaught Place, New Delhi-110001**  
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F.No.PGMS/ DC(FS)/2015/509-517

Dated: 06/05/2015

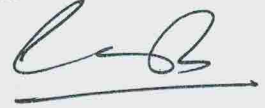
ORDER

Hon'ble Chief Minister of Delhi has desired that henceforth from 1<sup>st</sup> May onwards all Public grievances should be resolved within seven days of receipt and those grievances marked "Urgent" should be resolved within 48 hours of receipt. In this regard, copy No. F.8(16)/OSD/H&FW/2014/364-68 is enclosed herewith.

Therefore Dy. Commissioner (FS), Designated Officers, Food Safety Officers and Food Analyst are hereby directed to take necessary action in a time bound manner:-

1. On receiving the grievance in PGMS Portal, it shall be marked to the concerned Designated Officer, for submission of ATR (Action: Deputy Commissioner for First day).
2. On receiving the grievance from Deputy Commissioner (FS), Designated Officer shall mark the grievance to concerned Food Safety Officer with the direction to lift the required sample on the same day. (Action: All Designated Officers for Second day).
3. On receiving the PGMS grievance from Designated officer, the concerned FSO will lift sample on the same day and shall deposit the food sample, with Food Analyst, for analysis on the same day or latest by following morning (Action: Food Safety Officers for Second & Third day).
4. On the receiving the food sample, Food Analyst shall analysis the sample and forward the Lab report within two days to the concerned Designated Officer. (Action : Food Analyst for Third, Fourth and Fifth Day).
5. After receiving Lab Report, Designated Officer shall submit the complete ATR to Deputy Commissioner Food Safety for uploading on PGMS Portal. (Action: Designated Officer for Sixth Day).
6. On receiving ATR, Deputy Commissioner Food Safety shall upload the ATR on PGMS Portal). (Action :Deputy Commissioner (FS) for Seventh Day).

Hon'ble Chief Minister has further desired that each grievance should be dealt with in a humane manner rather than reporting bureaucratic compliance.



**(K.K. JINDAL)**  
**COMMISSIONER (FOOD SAFETY)**

F.No.PGMS/ DC(FS)/2015/ ~~509~~ 517

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Copy for necessary action:-

1. Deputy Commissioner (Food Safety)
2. All Designated Officers.
3. All Food Safety Officers
4. Food Analysts
5. A.O.
6. A.P.P.
7. Programmer
8. CTI
9. AAO