

DEPARTMENT OF SOCIAL WELFARE
GOVT. OF NCT OF DELHI
GLNS COMPLEX, DELHI GATE, DELHI
(PGMS Branch)
Telephone No. 23713613

F.NO. PGMS/02/Camp/SW/2015/29804-834 Dated:

09 MAR 2016

To,

All Dy. Directors HQ / All District Officers/ Supdt. (GSSSBB)
Department of Social Welfare Govt. of NCT of Delhi ,

Sub Providing online PGMS IDs and Password

Sir/Madam,

A number of PGMS are receiving in the PGMS Branch, HQ. Most of them are pertaining to the concerned HQ Branch/ District offices, where PGMS Branch has to forward/transfer under the intimation to the applicant, and same has to be followed up while dispose off/taking the status of the PGMS which is time taking process and sometime beyond the target date.

Being time bound as well as resolve the same online, some of the PGMS remains pending due to not getting reply in time from the concerned HQ Branch /District offices. Sometimes applicants require to visit to the concerned HQ Branch/District offices for final disposal of the grievance, and because of moving here and there of the forwarding/letters it takes to much time


To rapidly as well as time bound disposal, all the HQ Branch/ district offices are hereby providing the PGMS IDs and their passwords, so that they could dispose off the same at their and within time frame limit.

After received this letter , all the HQ Branch/district offices are advised to contact to the PGMS cell, Department of Social Welfare of the PGMS site.

Website:<http://pgms.delhi.gov.in>

S.No	NAME OF BRANCH/DISTRICT.	USER ID
1.	Dy. Director (FAS)	agrofadosw
2.	Dy. Director (SS)	agrossdosw
3.	Dy. Director (SD)	agrosddosw
4.	Dy. Director (Dis.)	agrodisdosw
5.	Dy. Director (Vig.)	agrovigdosw
6.	Dy. Director(CTB)	agroctbdosw
7.	HOD (Rehab.)	agrorehabdosw

8.	Dy. Director (Plg.)	<u>agroplgdosw</u>
9.	Dy. Director (Admn-I)	<u>agroadmidosw</u>
10.	Dy. Director (Admn-II)	<u>agroadmiidosw</u>
11.	Dy. Director (Estate)	<u>agroestatdosw</u>
12.	Dy. Director(Litigation)	<u>agrolbdosw</u>
13.	Account officer	<u>agroabdosw</u>
14.	Sr. Systems Analyst	<u>agroccdosw</u>
15.	Dy. Director (VAC)	<u>agrovacdosw</u>
16.	Dy. Director (School)	<u>agroddschosw</u>
17.	District Officer Central	<u>agrododcosw</u>
18.	District Officer East	<u>agrodoedosw</u>
19.	District Officer New Delhi	<u>agrodonddosw</u>
20.	District Officer North	<u>agrodondosw</u>
21.	District Officer North East	<u>agrodonedosw</u>
22.	District Officer North West-I	<u>agrodonwidosw</u>
23.	District Officer North West-II	<u>agrodonwdosw</u>
24.	District Officer South	<u>agrodosdosw</u>
25.	District Officer South West	<u>agrodoswdosw</u>
26.	District Officer West	<u>agrodowdosw</u>
27.	Supdt. (GBBSS)	<u>agrogssbbdosw</u>


Dy. Dir. (PGMS)

Encl as above:- PGMS Guileless to GRO and AGROs

Copy for information:-

F.NO. PGMS/02/Camp/SW/2015

Dated:

1. PA to Pr. Secretary (SW), GNCT of Delhi, Delhi Gate , New Delhi
2. PA to Director (SW), GNCT of Delhi, Delhi Gate , New Delhi
3. PA to Addl. Director (SW), GNCT of Delhi , Delhi Gate , New Delhi


Dy. Dir. (PGMS)

PGMS - Guidelines to GROs and AGROs

- 1. Details of the grievance resolving officer:** The department is directed to kindly update, within two working days, the details (name, designation and contact number) of the officer who is finally going to resolve the grievance. If the grievance doesn't pertain to the department, within these two working days itself the grievance is to be marked to the department concerned.
- 2. Missing Information:** In case of missing information regarding the grievance, kindly direct the officers concerned to talk to the complainant and get all the relevant information and clarifications from the complainant - instead of closing the grievance mentioning that complete information is not available.
- 3. Other Department Grievances:** It has been noticed in many cases that when a grievance doesn't pertain to a department, the grievance is marked as resolved with only a remark that the grievance pertains to another department. In such cases or when a grievance has been forwarded to another department (through official communication in the form of letters), the forwarding must also happen in the PGMS website instead of closing the complaint, so that the CMO can track the progress of the grievance by the other department through the PGMS website itself. This would also make sure that a subsequent feedback collection call is not made to the complainant, incorrectly informing that their grievance has been attended to.
- 4. Action Taken Report:** While marking a grievance as resolved, scanned copies of the ATR and/or any other correspondence (like letters sent to the complainant) regarding the grievance are to be uploaded by the department. Kindly also make sure a brief summary of the action taken is submitted while marking the grievance as resolved.
- 5. Type of grievance:** For each grievance, a 'Type of grievance (Subject)' attribute is available to aid in proper grouping of grievances. The department is directed to ensure that the type of grievance field is properly updated for all grievances.
- 6. Update to the complainant over phone:** Upon resolution, kindly provide details to the complainant of the action taken over phone. This would make sure that even in case of any issues with delivery of the communication letter from the

department, the complainant would be aware of the resolution made by the department.

7. **Cases that are sub judice:** For grievances that are sub judice, please make sure that the details of the case and the court in which the case is pending are properly entered.
8. **Interim reply:** Officers using the PGMS system are directed to make sure that interim replies are specifically added only using the new 'Interim Reply' option and not to dispose the grievances while reporting only an interim reply.
9. **Marking as Resolved/Unresolved:** The department is directed to properly set the 'Resolved' and 'Unresolved' options while disposing a grievance considering these options from the point of view of the complainant. The 'Resolved' option is to be selected only when any action has been taken (by the department) to get the complainant's grievance resolved. In all other cases including if the complainant's grievance cannot be resolved (due to any reason whatsoever) the grievance is to be marked as 'Unresolved'.
10. **Type of Grievance (/Subject):** The department is directed to properly tag all incoming grievances with a proper 'Type of Grievance' so that the overall nature of grievances being received by the department could be analysed to evaluate the options for avoiding the occurrence of such grievances altogether.
11. **Reopening of grievances:** The department is directed to instruct all AGROs to review grievances for which a 'Not Satisfied' or 'Partially Satisfied' grievance has been received by the Hon'ble CM's Office. For grievances in which any further action is possible, the GRO and AGROs can directly reopen a grievance from their accounts and upload details of the further action taken (subsequent to the previous disposal).