

DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT,  
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI,  
1, PT. RAVI SHANKAR SHUKLA LANE, KASTURBA GANDHI MARG, NEW DELHI-01

No.F.16 (9)/DWCD/PGC/Comp./Admn./Pt.File-I/

49482.88

Dated

March, 2016

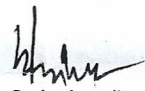
09 MAR 2016

ORDER

To monitor the redressal status of grievances of general public registered with PGMS portal, Mrs. Manju Varshney, Deputy Director (FAS) is hereby designated as Nodal Officer-PGMS for the Department of Women and Child Development. Sh. Shiv Shankti, Asstt. Programmer (IT) shall assist Mrs. Manju Varshney, DD (FAS) in speedy resolution of the PGMS cases, registered in the name of Department of Women & Child Development in PGMS portal.

All the Branch-in Charges-WCD (HQ) /District Women & Child Development Officers shall upload the redressal status of the grievances, marked to them as AGRO and shall submit the report to Nodal Officer for monitoring.

This issues with the approval of the Director-WCD.

  
(G. C. Lohani)  
Dy. Director (Admn.)

No.F.16 (9)/DWCD/PGC/Comp./Admn./Pt.File-I/

49482.88


Dated

March, 2016

09 MAR 2016

Copy to:-

1. Advisor to Chief Minister (PGMS), Govt. of NCT of Delhi, Delhi Secretariat, New Delhi.
2. O.S.D. to the Director-WCD (HQ), New Delhi
3. Special/Joint Directors-WCD (HQ)
4. All Branch In-charges, WCD (HQ),
5. Mrs. Manju Varshney, Dy. Director (FAS), DWCD, Govt. of NCT of Delhi, New Delhi.
- ✓ 6. Asstt. Programmer (IT), DWCD with direction to upload the order of web site of Department, Guard File
- 7.

  
(G. C. Lohani)  
Dy. Director (Admn.)

## 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).