

**GOVT. OF NCT OF DELHI  
DEPARTMENT OF SOCIAL WELFARE  
GLNS COMPLEX, DELHI GATE  
NEW DELHI-110002  
[ADMINISTRATION BRANCH]**

F.10 (335)/Admn-I/2016/DSW/Estt./6478-3532,

Dated: 02 JUN 2017

**CIRCULAR**

Please find enclosed a copy of letter No. F.19/16/AR/2016/Misc./4169-76 dated 25/05/2017 received from Chief Secretary, GNCT of Delhi which is a Circular regarding Public Hearing by the Officers in various offices of GNCT of Delhi for information and further necessary action.

All the officers are hereby directed to adhere to the timings without fail.

Encl: As above.

  
**Supdt. (Admn-I)**

F.10 (335)/Admn-I/2016/DSW/Estt./


Dated:

**Copy for information to:**

1. P.S to Secretary, HQ, Department of Social Welfare.
2. P.A to Director, HQ, Department of Social Welfare.
3. P.A to Spl. Director, HQ, Department of Social Welfare.

**Copy to:**

1. All DDs, DSW, GNCTD, GLNS Complex, Delhi Gate, Delhi.
2. DCA, DSW, GNCTD, GLNS Complex, Delhi Gate, Delhi.
3. All DOs, DSW, GNCTD, Delhi.
4. All DDO/HOO of Homes/Institutions, DSW, GNCTD, Delhi.
5.  Sr. System Analyst, DSW for uploading the circular on the Departmental website.
6. Guard file.

  
**Supdt. (Admn-I)**

Office of the Secretary (SW/WCD)  
Dept. of Social Welfare  
Govt. of NCT of Delhi

31 MAY 2017

2520

Dy. No. ....

OFFICE OF THE CHIEF SECRETARY, DELHI  
GOVERNMENT OF NCT OF DELHI  
LEVEL, A - WING, DELHI SECRETARIAT,  
I.P. ESTATE, NEW DELHI - 110002

No. F.10/16/AR/2016/Misc./4169-76

Dated: 25/5/17

CIRCULAR

In supersession of previous circulars regarding Public Hearing by the Officers in various offices of GNCT of Delhi, it is hereby directed that all Officers, other than those who are on field duty, shall be available on their seats to meet the general public on every working day between 10.00 a.m. and 11.00 a.m. without appointments for redressal of their grievances.

The officer shall maintain a record of the persons met / representations received / grievances heard and the action taken.

Exemption would only be granted in case an officer is on leave (medical or otherwise). No meetings would be kept by Ministers or Senior Officers between 10:00 a.m. and 11:00 a.m. to enable them to be present on their seat. If an officer has to leave his / her seat for any emergency, in that case, he / she will seek permission from the senior officer on phone, who in turn shall inform the office of the Minister concerned.

The public could complain, in case the Officer is not available between 10:00 a.m. and 11:00 a.m. to the Administrative Reforms Department on Tel. No. 23392726 / 23392620.

The above timings for Public Hearing shall be enforced with immediate effect.

This issues with the approval of Chief Minister.

(Dr. M.M. Kutty)  
Chief Secretary, Delhi

All Pr. Secretaries / Secretaries / HODs / HOOs of GNCT of Delhi including autonomous bodies / commissions / boards under GNCT of Delhi

Copy for information to:-

- i) Secretary to Hon'ble LG, Delhi.
- ii) Addl. Secretary to Hon'ble Chief Minister, Delhi.
- iii) Secretary to Hon'ble Dy. Chief Minister, Delhi.
- iv) Secretaries to all Hon'ble Ministers, GNCT of Delhi.

