

DEPARTMENT OF WOMEN & CHILD DEVELOPMENT
GOVERNMENT OF N.C.T. OF DELHI
1, Pt. Ravi Shankar Shukla Lane
Kasturba Gandhi Marg, New Delhi-110001.
Ph:-23070378, Fax:-23070379

File No.01/DWCD/MISC/2017-18/5754-24

Dated: - 5 JUN 2017

ORDER

In pursuance of directions issued through a circular regarding public hearing (copy enclosed) by Chief Secretary, Delhi, all the officers/branch-in-charges/Distt. Officers/CDPOs and Superintendents (except those on field duty may be exempted) are hereby directed to address the grievances of General Public on all working days between 10.00 am and 11.00 am without prior appointments.

All the grievance redressal officers would maintain proper record on daily basis of the grievances as detailed in the circular enclosed.

All the officers are hereby directed to follow the directions of the circular in true letter and spirit.

Non compliance shall be viewed seriously.

Encl: as above


(Shilpa Shinde)
Director

o/c

To

1. Special Director(WCD)
2. Internal Financial Advisor
3. Deputy Director(ICDS)
4. Deputy Director(FAS/VAC/MBP/PGMS)
5. Deputy Director(WEC/CPU-II/H.O.O)
6. Deputy Director(Admn./Estate/Vigilance/Litigation)
7. Deputy Director(CPU-I)
8. Deputy Controller of Accounts
9. All District Officers
10. P.O.(RTE/RGO/GRC)
11. Asst. Director(Proh./Caretaking)
12. Asst. Director(LADLI)
13. Asst. Director(RTI)
14. All CDPOs
15. All Superintendents
16. Guard Files

31 MAY 2017

2520

Dy. No.....

OFFICE OF THE CHIEF SECRETARY, DELHI
GOVERNMENT OF NCT OF DELHI
5TH LEVEL, A - WING, DELHI SECRETARIAT,
I.P. ESTATE, NEW DELHI - 110002

Y/C

No. F.19/16/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.



Diary No. 973
Date: 2/6/17
Sp. Director (N)

Sh. Kapoor

Ramesh
5/6/17

Asst. Programmer web
for uploads

5/6/2017

1516/2017A
8/6/17

31/5/17

DWCD
DSW
Sp. Dir.

Sp. Dir.
(Admin)
D.D. (Admin)
PA
01/06/17

mail forwarded to
DSW & DDCD on
30/05/17Date: 31/05/17 16:13
From: arupdate <arupdate@nic.in>**Subject: Circular regarding public hearing**

To: psud@nic.in, pshome@nic.in, psfin@nic.in, pspwd@nic.in,
commpt@nic.in, secyedu@nic.in, ps2cfs@gmail.com,
chairmandssb.delhi@nic.in, scstsecretary@gmail.com,
pspower@nic.in, ceodelhi.djb@nic.in, labcomm.delhi@gmail.com,
divcom@nic.in, buildingland222@gmail.com, secservices@nic.in,
pshealth@nic.in, secyart@nic.in, wcd@nic.in, pssw@nic.in,
rcoop@nic.in, secyar@nic.in, secyit@nic.in, slaw@nic.in,
commissioner-sdmc@mcd.gov.in, commissioner-edmc@mcd.gov.in,
commissioner-ndmc@mcd.gov.in, commissionerredmc@gmail.com,
chairperson@ndmc.gov.in, dvigil@nic.in, ctt.delhi@nic.in,
J_sarangi@hotmail.com, cfood@nic.in, sgad@nic.in, senv@nic.in,
cexcise@nic.in

Cc: "Secretary Delhi, Chief" <csdelhi@nic.in>

Office of the Secretary (SWMCD)
Deptt. of Social Welfare
Govt. of NCT of Delhi

31 MAY 2017

Dy. No. 2520

circular public hearing.pdf (121kB)

Sir,

Please find enclosed Circular regarding Public Hearing for necessary action at your end.

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Regards,

Administrative Reforms Department
Govt. of Delhi,
7th Level, C-Wing,
Delhi Secretariat, New Delhi