

**DEPARTMENT OF WOMEN & CHILD DEVELOPMENT
GOVT. OF NCT OF DELHI
1, PT. RAVI SHANKAR SHUKLA LANE K.G.MARG
NEW DELHI-110001**

F.No.76(594)DWCD/ICDS/HQ/2018 – 19 – 434

Dated: 06.09.18

OFFICE ORDER

The PGMS portal is being monitored regularly as it is registering on – line complaints of public. There has been several ‘overdue’ and ‘pending’ PGMS for want of ATR on part of CDPOs in time. In view of this, it has been decided to register CDPOs / HOs as AGROs (Assistant Grievance Redressal Officer) for timely and speedy reply to Public Grievance Monitoring System.

Therefore, all the CDPOs / HOs of ICDS projects are hereby directed to register themselves as AGROs for their respective ICDS projects. The login ID and passwords will be provided by Assistant Programmer. They should register latest by 12.09.2018.

Duties and responsibilities of AGRO :-

1. It is directed that the matter pertaining to your project/ branch should be disposed off on time bound manner.
2. If the matter does not pertain to your project/ branch, the same should be forwarded to concerned project/ branch in-charge.
3. The PGMS grievances should be attended by the concerned AGRO on regular basis.
4. In the absence of CDPOs / HOs, respective link officers will be the AGRO.

This issued with the prior approval of Competent Authority.


Sarmista Sharma
(Deputy Director – ICDS)

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Copy forwarded for information and necessary action to:

1. All District Officers, DWCD, GNCTD
2. Nodal officer (PGMS), DWCD Department, GNCTD
3. All CDPOs of 95 ICDS projects
- ✓ 4. Assistant Programmer, for uploading on website of DWCD with request to provide login ID and password to all CDPOS of 95 projects.


Sarmista Sharma
(Deputy Director – ICDS)