

DEPARTMENT OF SOCIAL WELFARE
GOVT. OF NCT OF DELHI
GLNS COMPLEX, DELHI GATE, NEW DELHI-110002
(PGMS/RTI CELL)

F.NO.2/PGMS/DSW/15-16/PGC Cell/Pt.file/ 39625-39643

Dated:-

25 FEB 2019

ORDER

During the meeting held on 07/01/2019, the worthy Chief Secretary, GNCTD had directed all the Head of Departments to strictly monitor the PGMS Cases, with special reference to Not Satisfactory, Partially Satisfactory and Overdue Cases.

In light of the above, all the AGRO's are directed to comply with the below-stated guidelines while dealing with PGMS cases.

1. All the PGMS should be dealt within the prescribed time limit, in an objective manner.
2. At the time of scrutiny, if any deficiency in documents relating to the grievance is noticed, the same should be communicated to the Applicant through Interim Reply/Partially Resolved and an opportunity should be accorded to the applicant.
3. Only after proper Redressal of the grievance, it should be marked as Resolved-Final Disposal.
4. Only as a last resort and issues beyond the purview of the AGRO, the grievance should be marked as Not-Resolvable.

The time limit should be strictly adhered.

This issues with the approval of the Director (SW)

S. Bahl

Dy. Director (RTI/PGMS)

All AGRO's/DD's/DSWO's, Department of Social Welfare, GNCTD
Supdt. (GSSSB), Supdt. (Asha Kiran), Department of Social Welfare, GNCTD

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Copy for information:-

1. PS to Secretary, Department of Social Welfare, Govt. of NCT of Delhi, GLNS Complex, Delhi Gate, New Delhi-110002.
2. PA to Director (SW), Department of Social Welfare, Govt. of NCT of Delhi, GLNS Complex, Delhi Gate, New Delhi-110002.
3. System Analyst, Computer Cell to upload in the website of Department of Social Welfare.

Computer cell

S. Bahl

Dy. Director (RTI/PGMS)

Sh. Kamal Kumar A.P
25/2/2019/924/CA
25/2/19