



**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI,
DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT
SEWA KUTIR COMPLEX : KINGSWAY CAMP : DELHI**

F.13(22)/DWCD/Vig./2020/ 22940-45

Dated : 10 JAN 2020

Sub. Circular for proper and efficient implementation of Public Grievance Redressal Mechanism – reg

Attention is invited to the Circular No. 12/04/AR/2018/56-215 dated 03.01.2020 (copy enclosed) issued by the the Administrative Reforms Department, GNCTD. A report in this regard is required to be submitted to the AR Department, GNCTD latest by 15.01.2020. In this regard, following instructions are being issued for compliance and a report to the Vigilance Branch :-

- a). AD (Care Taking) to take appropriate action related to **Display of Sign Boards (Point No. 1)** and provide a report. The report may also include the works related to the subject which are proposed for implementation in future.
- b). AD (RTI) to take appropriate action related to the **Appeals under the DRTI Act, 2001 (Point No. 2)** and provide a report. The report may also include fresh instructions, if found suitable to be issued to all the Branch Incharges.
- c). **Grievance Redressal (Point No. 3)** - All Deputy Directors/District Officers must ensure to attend the proceedings before the Hon'ble PGC in person. Junior officers should not be deputed until & unless there is some exigency. Adequate official seniority with clear background of the case, is to be maintained while attending the proceedings, besides, also ensuring that an ATR/Reply is submitted well in advance or atleast 03 days prior to the hearing.
- d). SO (Admn.) to take appropriate action related to **Grievance Redressal Cell (Point No. 4)** and provide a report clearly mentioning the details of the Nodal Officer (Name, Designation, Telephone/Mobile Number and Email address), appointed in the department. Nodal Officer so appointed shall be responsible for submission of monthly report to the PGC and AR Department in respect of the number of grievances received and resolved.
- e). **Disposal of complaints/cases (Point No. 4)** – All Deputy Directors/District Officers shall personally monitor the complaints/cases received from the PGC and ensure submission of ATR to the Hon'ble Commission in a time bound manner.
- f). SO (Admn.) to take appropriate action related to the **Grievances related to pension matters (Point No. 5)** and provide a report after due coordination with the DDO/HOO of the DWCD clearly mentioning the no./details of the pending pension cases and reasons for delay.

A report on the above points must be submitted by all concerned latest by 13.01.2020 (Evening), so as to enable the Vigilance Branch to submit a consolidated report on behalf of the department. Any delay in the matter/submission of report shall be the personal responsibility of the Officer-in-Charge and may invite suitable proceedings under the CCS (CCA) Rules, 1965.


(ANITA BHARAL)
DEPUTY DIRECTOR (VIG.)

F.13(22)/DWCD/Vig./2020/ 22940-45

Dated : 10 JAN 2020

- 1). To all the Deputy Directors/District Officers, DWCD, GNCTD.
- 2). To all the Asstt. Directors/Supdts./CDPOs/HOOs/DDOs, DWCD, GNCTD, with the direction to ensure timely submission of reports to the concerned officers/authorities.
- ✓ 3). System Analyst, DWCD with the direction to upload this order on the official website, on urgent basis

Copy for information to :-

- 1). PS to the Secretary, WCD, GNCTD.
- 2). SO to the Director, WCD, GNCTD.
- 3). PA to the Spl. Director, WCD, GNCTD.


(ANITA BHARAL)
DEPUTY DIRECTOR (VIG.)

email forwarded to UD-LL & HSON 03/01/20

Email

sk

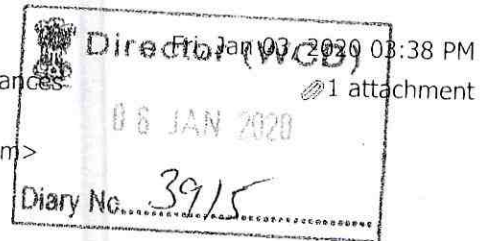
wcd@nic.in

Fwd: CIRCULAR Proper and efficient implementation of Public Grievances Redressal Mechanism.

From : Director WCD <wcd@nic.in>

Subject : Fwd: CIRCULAR Proper and efficient implementation of Public Grievances Redressal Mechanism.

To : PROHIBITION <scvats.delhi@gmail.com>, FAS <ddf01@gmail.com>



From : "arupdate" <arupdate@nic.in>

To : "S.S.Yadav S.S.Yadav" <ssyadav.dip@gov.in>, directordip2014@gmail.com, "secservices" <secservices@nic.in>, "Sharma" <labjlc3.delhi@nic.in>, "Secretary Labour" <labcom@nic.in>, electionsec@gmail.com, "lokayukta.delhi" <lokayukta.delhi@nic.in>, "Secretary to LG" <seclg@nic.in>, dpmaids@gmail.com, "deanmamc 2012" <deanmamc.2012@gmail.com>, mamcregistrar@gmail.com, "Directorate General of Health Services" <dirdhs@nic.in>, dtehedu@gmail.com, "dirhiedu" <dirhiedu@nic.in>, "dutcs" <dutcs@nic.in>, ps2cfs@gmail.com, "Sanjeev Khirwar" <cfood@nic.in>, "secyminsw delhi" <secyminsw.delhi@gmail.com>, scstsecretary@gmail.com, wcdvac@gmail.com, "Director WCD" <wcd@nic.in>, ps2cfs@gmail.com, "Sanjeev Khirwar" <cfood@nic.in>, pccfgnctd@gmail.com, "dge 2011" <dge.2011@gmail.com>, "dge 2011" <dge.2011@gmail.com>, "Secy(SW&WCD)" <pssw@nic.in>, "COMMISSIONER (VAT/ST)" <ctt.delhi@nic.in>, "Directorate General of Health Services" <dirdhs@nic.in>, "Special Secretary Health" <sshealth.delhi@nic.in>, "Principal Secretary (TTE) GNCTD" <pstehedu@nic.in>, "commpt" <commpt@nic.in>, "Divisional Commissioner" <divcom@nic.in>, "Punya S Srivastava" <secyed@nic.in>, "Binay Bhushan" <diredu@nic.in>, "Sanjeev" <cexce@nic.in>, "Spl.Development Commissioner" <adcdev.delhi@nic.in>, "RCS" <rcoop@nic.in>, "Director -Delhi Fire Service" <director.dfire@nic.in>, "Chitra Velmurugan" <sla.delhi@gov.in>, "dmc nct" <dmc_nct@rediffmail.com>, dsssb-secy@nic.in, "Development Commissioner" <cdevlop@nic.in>, "Parkash Chand" <coa@nic.in>, "Public Grievances Commission" <pgcdelhi@nic.in>, "Divisional Commissioner" <divcom@nic.in>, "Drugs Control Department Delhi" <dirdcd@nic.in>, "Amulya Patnaik" <cp.amulyapatnaik@delhipolice.gov.in>, ceifcd@gmail.com, "dtc m cell" <dtc_m.cell@yahoo.co.in>, "Manoj Kumar" <cmd@dtc.nic.in>, commissioner-edmc@mcd.gov.in, "Rashmi Singh" <secretary@ndmc.gov.in>, commissioner-ndmc@mcd.gov.in, "Vivek Srivastava Nodal Officer" <nodjb.delhi@nic.in>, "ceodelhi.djb" <ceodelhi.djb@nic.in>, "Divisional Commissioner" <divcom@nic.in>, "DAMB" <ambdl@nic.in>, principal@dr-ait.org, "Director Ayush" <dir-ayush@nic.in>, dghome@nic.in, rsbdl@yahoo.co.in, fsldelhi@indiatimes.com, "RAJ KUMAR" <dig-tihar@nic.in>, "Sanjeev Khirwar" <pshealth@nic.in>, "COMMISSIONER (Food Safety, Delhi)" <cfss.delhi@nic.in>, "A.K. Singh" <ak.singh42@gov.in>, skgarg@dce.ac.in, pvc@dtu.ac.in, commissioner-sdmc@mcd.gov.in, mamta610@gmail.com, "bnc kair" <bnc.kair@gmail.com>, principal@keshav.du.ac.in, principal@mac.du.ac.in, sonthisunil@yahoo.com, "principal pk" <principal.pk@gmail.com>, mvce1995@gmail.com, principal@rajguru.du.ac.in, cbs@sscsdu.ac.in, "Sanjiv Kumar" <senv@nic.in>, "Member Secretary" <msdpcc@nic.in>, "Daljeet Singh" <dirw@dmrc.org>, "KK Dahiya" <md.dtdc@delhi.gov.in>, pwdhdelhi@gmail.com, "pspwd" <pspwd@nic.in>, "Sanjeev Khirwar" <pshealth@nic.in>, "Special Secretary Health" <sshealth.delhi@nic.in>, dlsathebest@rediffmail.com, "Kanwal Jeet Arora" <dlsa-phc@nic.in>, "Pr. Secretary UD" <psud@nic.in>, vcdda@dda.org.in, dirresland@dda.org.in

Sent : Friday, January 3, 2020 3:36:08 PM

Subject : CIRCULAR Proper and efficient implementation of Public Grievances Redressal Mechanism.

Sir/Madam,

Please find attached the circular No. **F.12/04/AR/2018/56-215** dated 03/01/2020 regarding Proper and efficient implementation of Public Grievances Redressal Mechanism for strict compliance. A compliance Report in respect of your Department may kindly be forwarded to this office **latest by 15.01.2020** positively for the perusal of Chief Secretary, Delhi.

Regards,

Naresh Kumar,
Asst. Director,
Administrative Reforms Department,
Government of NCT of Delhi,
C-Wing, 7th Level, Delhi Secretariat,
I.P. Estate, New Delhi-110002.
Phone No.: 011- 23392620 / 23392726

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06/01/2020

SA/AR/2018/56-215

SD (PAC)
AR (REP)

6/1/2020

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GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
ADMINISTRATIVE REFORMS DEPARTMENT
7th FLOOR, 'C' WING, DELHI SECRETARIAT, I.P. ESTATE, NEW DELHI 110002
Email- arupdate@nic.in

F. No: 12/04/AR/2018/ 56-215

Dated: 03/01/2020

CIRCULAR

To,

1. All Principal Secretaries/Secretaries/HODs of Govt. of NCT of Delhi
2. All Head of Departments of Local Bodies/Autonomous Bodies / Organizations/Undertakings of GNCTD

Subject: Proper and efficient implementation of Public Grievances Redressal Mechanism.

A meeting was held under the Chairmanship of Chief Secretary, Delhi with Chairman, Public Grievances Commission on 05.12.2019 regarding disposal of cases of Public Grievances.

Further, these points were also discussed by Addl. Director and Asstt. Director, AR Department in the Chamber of Chairman (PGC) on 11.12.2019. After considering various aspects Chief Secretary, Delhi has directed the following for proper and efficient implementation of Public Grievances Redressal Mechanism:-

1. **Display of Sign Boards** : All the Head of Departments of the GNCT of Delhi, Autonomous Bodies and Local Bodies should ensure fixture of display boards on prominent places in the office premises as per format enclosed for creating awareness about the functioning of PGC. (ackn - Care King)
2. **Appeals under DRTI Act-2001**: All Heads of the Departments / Autonomous Bodies and Local Bodies shall ensure to supply the information under DRTI Act, 2001 under the signatures of the Competent Authority as notified by AR Department. Further, all Competent Authorities under DRTI Act, 2001 should be well conversant with the provisions of DRTI Act, 2001 and nominate a senior officer from the Department, preferably of the rank of Deputy Secretary or equivalent, who is well conversant with the facts of the case to be present in the hearings in PGC. ackn (RTI and Au Bodies)
3. **Grievance Redressal**: All HODs shall ensure that officers of adequate seniority having clear background of the case may attend hearings in the Commission with proper Action Taken Reports. Further, HODs shall ensure sending of Action Taken Reports to PGC and the complainant at least 3 days before the date of scheduled hearing, so that the same can be examined by the Commission and if any clarification is sought from the department, the same can be conveyed and corrected before the hearing. action - all Branches
4. **Grievances Redressal Cell**: A Grievances Redressal Cell be established in their respective Departments to strengthen their Centralized Public Grievance Redressal and Monitoring (CPGRAMS), which can be clubbed with PGMS Cell. The AGRO of PGMS Cell will be the Nodal Officer of this Cell (CPGRAMS + PGMS). The Grievance Redressal Cell shall function under the direct control of concerned HOD. Further, during the public hearing hour i.e. 10.00 to 11.00 A.M., officers should properly adhere with the timings and should meet the general public alongwith Grievance Redressal Cell Incharge / Nodal Officer. The Nodal Officer, CPGRAMS of the Department will contact the Nodal Officer, CPGRAMS of PGC directly. Ackn - Admin.

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14/c (3)

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Register Your Grievance or Appeal

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PUBLIC GRIEVANCES COMMISSION

**GOVERNMENT OF NATIONAL CAPITAL
TERRITORY OF DELHI**

WE ADDRESS ALL THE ABOVE

M-BLOCK , VIKAS BHAWAN,

I.P. ESTATE NEW DELHI-110110

Tel nos.-91-11-23379900- 91-11-23379901

Fax no. : 91-11-23370903

Handwritten signature

11c 9/6
(2) 16/6

दिल्ली सरकार

क्या आप निम्नलिखित किसी समस्या से परेशान हैं,
अस्पताल, चिकित्सालय और स्कूल में काम न होना ?

सहकारी आवास समितियों में विवाद ?

बिजली एवं पानी के बढ़े हुए बिल और खराब मीटरों से संबंधित ?

सड़कों, गलियों और पार्कों में अतिक्रमण एवं अनधिकृत निर्माण ?

अवरोध एवं जाम पड़े नाले ?

राशन कार्ड बनवाने में कठिनाई ?

राशन की दुकानों पर खाद्य प्रदार्थों का न मिलना ?

प्रदूषित एवं खतरनाक उद्योग ?

सेवानिवृत्ति पर पेंशन, ग्रेजुएटी और अन्य भुगतान न मिलने पर ?

एवं कई अन्य शिकायतों के लिए

अपनी शिकायतें एवं अपील पंजीकरण हेतु

निम्न पते पर दर्ज करें

जन शिकायत आयोग

राष्ट्रीय राजधानी क्षेत्र, दिल्ली सरकार

एम-ब्लॉक, विकास भवन, आई.पी.स्टेट, नई दिल्ली-110110

दूरभाष सं.91.11.23379900-91.11.23379901

फैक्स सं.91.11.23370903