

DEPARTMENT OF WOMEN & CHILD DEVELOPMENT
GOVT. OF NCT OF DELHI
SEWA KUTIR COMPLEX, KINGSWAY CAMP
NEW DELHI-110009
(ADMINISTRATION BRANCH)

F.No. 10(17)/AGRO/LPLG/Admn./WCD/2019/Pt.File-II/ 23103-04 Dated:

14 JAN 2020

CIRCULAR

Sub:- Regarding Consolidated Report - Proper and efficient implementation of Public Grievance Redressal Mechanism- reg.

Please find enclosed herewith letter No. F.13(22)/DWCD/Vig./2020/22940-45 dated 10.01.2020 issued by Vigilance Branch, DWCD along with circular no. 12/04/AR/2018/56-215 dated 03.01.2020 of Pr. Secretary (AR), Administrative Reforms Department, Govt. of NCT of Delhi, on the subject cited above.

Vigilance Branch, WCD vide above referred letter had already endorsed the instructions to all the DDOs/HOOs of the DWCD, for timely submission of reports to the Admn. Branch, WCD latest by 13.01.2020. However, till date no report has been received from any of the DDOs/HOOs of Homes/Institutions/ICDS Projects of DWCD.

Keeping in view above, all the DDOs/HOOs of Homes/Institutions/ICDS Projects of the Department of Women & Child Development, GNCTD are again directed to provide their reports to the Admn. Branch, WCD latest by 14.01.2020, 05:00 PM, for onward submission to Vigilance Branch, DWCD, failing which disciplinary action under CCS(CCA) Rules, 1965 shall be initiated to the concerned officers.

Encl :- As above.

Anita Bharal 14/1/2020
(Anita Bharal)

Deputy Director (Admn.)

To,

All the concerned DDOs/HOOs of the District Offices/Homes/Institutions, ICDS Projects, DWCD.

F.No. 10(17)/AGRO/LPLG/Admn./WCD/2019/Pt.File-II/ 23103-04 Dated:

Copy to :-

14 JAN 2020

1. System Analyst, WCD (HQ) for uploading on website.

Anita Bharal 14/1/2020
(Anita Bharal)

Deputy Director (Admn.)



3287/10/11/2020
10/11/2020
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 :-

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

10/11

Parash (Munshi)

10/11/2020
(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.)

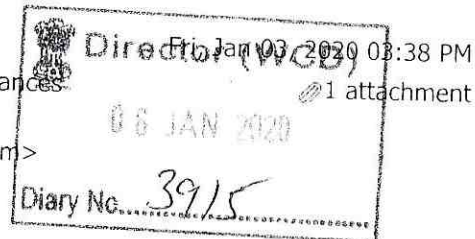
EMAIL FORWARDED TO CD-LL & HOS ON 03/01/20

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 <ddfas01@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, "lokeyukta.delhi" <lokeyukta.delhi@nic.in>, "Secretary to LG" <seclg@nic.in>, dpmads@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>, "dutes" <dutes@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" <pstechedu@nic.in>, "commtp" <commtp@nic.in>, "Divisional Commissioner" <divcom@nic.in>, "Punya S Srivastava" <secyedu@nic.in>, "Binay Bhushan" <dired@nic.in>, "Sanjeev" <cexclse@nic.in>, "Spl.Development Commissioner" <adcddev.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" <cdevop@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, "VivekSrivastava 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@sscsd.du.ac.in, "Sanjiv Kumar" <sew@nic.in>, "Member Secretary" <msdpcc@nic.in>, "Daljeet Singh" <dirw@dmrc.org>, "KK Dahiya" <md.dtidc@delhi.gov.in>, pwhd@delhi@gmail.com, "pspwd" <pspwd@nic.in>, "Sanjeev Khirwar" <pshealth@nic.in>, "Special Secretary Health" <sshealth.delhi@nic.in>, dlsathebest@rediffmail.com, "Kanwal Jeet Arora" <dsla-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

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AR (REP)

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46

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. (Action - Case 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. Action (RTI and AR Bureau)

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. Action - Admin.


34

The details of Nodal Officer (Name, Designation, Telephone/ Mobile Number and e-mail address), so appointed by the Department, may be intimated to PGC and AR Department. Monthly report in respect of number of grievances received and resolved should also be informed to PGC and AR Department.

AGP Bkhy
5. **Disposal of Complaints/Cases:** All HODs shall arrange to furnish Action Taken Report in respect of complaints/cases in prescribed proforma which has already been forwarded by PGC, within the stipulated time. *action - all Bkhy.*

Admin
6. **Grievances related with pension matters:** All HODs of GNCTD, Autonomous Bodies and local bodies shall review pending pension cases on a quarterly basis, where pension and other retirement benefits have not been released to the retired public servant / families of deceased public servants. Further, pension forecast register should be maintained in all the offices. It should also be ensured that pension cases are settled before the date of retirement of the concerned officer / official of the Department. Principal Accounts Office shall furnish the pending pension cases to AR Department on a monthly basis. A quarterly review meeting of pending pension cases will be held in AR Department where senior officers of Principal Accounts Office, technical team and concerned Department will attend. *Admin - Admin,*

This issues with prior approval of Chief Secretary, Govt. Of NCT of Delhi.



(Raajiv Yaduvanshi)
Pr. Secretary (AR)
Ph:23392726

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

Dated: 03/01/2020

Copy to

1. Chairman, Public Grievances Commission, GNCT of Delhi
2. SO to Chief Secretary, GNCT of Delhi 5th Floor, A Wing, Delhi Secretariat
3. P.A. to Pr. Secretary, AR Department
4. P.A to Addl. Director, AR Department


(Raajiv Yaduvanshi)
Pr. Secretary (AR)