



GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI,  
DEPARTMENT OF WOMEN AND CHILD DEVELOPMENT  
ISBT COMPLEX : KASHMERE GATE : DELHI

No.13(14)/Vig./DWCD/Misc./2017//14306-12

Dated:

ORDER

16 DEC 2020

Whereas, a Grievance Redressal cum ICT Cell has been established at the HQ. of Department of Women & Child Development, GNCTD, as an information-cum-facilitation centre comprising of a help desk and helpline, to provide necessary assistance & support to the target group i.e. women, children & adolescent, covered under various financial schemes being implemented and also to address the grievances related to general functioning of the Department.

And Whereas, it is found imperative to prescribe the following Standard Operating Procedure (SOP) for the Grievance Redressal cum ICT Cell, to make it administratively expedient and effective :-

- i). The Joint Director (PGC/RTI) shall function as the over-all Incharge of the Grievance Redressal cum ICT Cell. He shall be assisted by a Grievance Redressal Officer and other ministerial staff, nominated for the purpose.
- ii). All the details of the calls received shall be recorded in a register maintained for the purpose i.e. date & time, Details of the Grievance/Complaint, Identity/contact nos. of the caller etc.
- iii). The grievances/complaints received on a particular day shall be forwarded to the concerned District Officer/Deputy Director, on the same day, if they cannot be resolved at the help desk level, by the Grievance Redressal Officer.
- iv). The concerned District Officer's/Deputy Director's will be responsible to attend to the grievance/complaint referred to her/him, within 03 working days and provide a report in this regard to the Grievance Redressal Officer :-
  - a). *In cases where grievance/complaint has been wrongly forwarded, the same may be returned on the same day, not later than the next day.*
  - b). *In cases where more time is required to solve the grievance, a timelimit shall be committed by the concerned officer after informing the reasons, and she/he will be bound by that time limit.*
  - c). *Complaints/Grievances resolved shall be intimated to the caller and shown closed in the register maintained for the purpose.*
  - d). *In cases which are reported to be non-resolvable, comments shall be provided by the concerned officer and the Joint Director (PGC/RTI) being the Incharge shall present the same with recommendation to the Director, DWCD, for suitable decision in the matter.*

- v). A daily statistical report in this regard shall be submitted by the Grievance Redressal Officer to the Joint Director (PGC/RTI).
- vi). A weekly report in this regard shall be submitted by the Joint Director (PGC/RTI) on every Friday by 05.00 PM to the Director (DWCD) for appraisal.
- viii). Non-compliance of the time limits, prescribed afore, may result in adverse comments/entries in the work/conduct reports & service books of the concerned officers.

*R Singh*

( RASHMI SINGH )  
DIRECTOR, DWCD

No.13(14)/Vig./DWCD/Misc./2017/14306-12

Dated: --

16 DEC 2020

- 1). Shri S. C. Vats, Joint Director (PGC/RTI), DWCD.
- 2). Shri Rahul Doon, Welfare Officer/Grievance Redressal Officer, DWCD.

For information to:-

- 1). OSD to the Secretary, DWCD, GNCTD.
- 2). Joint Director (Admn./Vig.), DWCD, GNCTD.
- 3). All the Deputy Directors/District Officers, DWCD, GNCTD.
- 4). All the Asstt. Directors/Supdts./CDPOs, DWCD, GNCTD.
- 5). Assistant Director (IT Cell) with the direction to upload this Order on the official website immediately.

*Singh*

( K. S. SEHRAWAT )  
DY. DIRECTOR (VIG.)