

DELHI URBAN SHELTER IMPROVEMENT BOARD
Govt. of NCT of Delhi
(PGMS Branch)

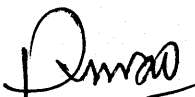
No. DD(PGMS)/DUSIB/2014/D-52

Dated:- 17/3/15

CIRCULAR

As you are well aware, the PGMS portal has been working as per the directions of Hon'ble Chief Minister of Delhi for redressal of grievances in a time bound manner. However, it is observed that some Sections/Divisions of DUSIB are not taking action on PGMS grievances in a time bound manner which may invite strictures from CM office for not adhering to time limit of replying these references. Despite taking up matter vigorously with officers/official of some sections the replies are sent only at the eleventh hour, in some cases without giving specific reply to the grievance.

Since, the progress of PGMS is being regularly monitored/reviewed by the CM Office, as such all Heads of Sections/Divisions may kindly take note of above and ensure necessary steps to avoid recurrence of such incidents. They are also advised to make one Officer/Official as Nodal in-charge for disposing PGMS references. His name and Telephone Number may also be communicated to PGMS Branch for coordination. This may also be brought into the notice of all officers/officials of concerned Sections/Divisions and get the references disposed of at the earliest to avoid further delay and send a reply to the applicant with a copy to PGMS Branch of DUSIB within 03 days, failing which, concerned officer will be held responsible for the lapse on their part.


Member (Admn.)

All Members
CE-I & CE-II
All Directors
All SEs
All DDs
BFO
All EEs