

**DELHI URBAN SHELTER IMPROVEMENT BOARD**  
**Govt. of NCT of Delhi**

NO: D/S3/DD(PGMS)/2015

Dated: 30/3/15

**ORDER**

Public Grievances Management System (PGMS) is an innovative and prioritized step of the Govt. of Delhi for grievances resolution. Reference is invited to Order No. F/01/NO/DUSIB/2014/D-02 dated 22.01.2014 issued with a view to sensitize the officers/officials of DUSIB about grievances received through PGMS portal and steps needs to be taken for its time bound disposal.

However, it has been observed that, the response of some of the sections/divisions of DUSIB is casual in disposing off the grievance resulting in large number of PGMS references becoming OVERDUE which is not a good practice and has been viewed seriously by higher authorities.

In order to resolve the grievances, all concerned officers are advised to follow the steps elaborated below, which have already been given in earlier Order issued on 22.01.2014 (copy enclosed):

1. Every grievance be dealt in a fair, objective and just manner and reasoned reply be issued for every grievance.
2. Grievances be analysed to identify the problem areas in which modifications of policies and procedures could be undertaken with a view to make delivery of services easier and more expeditious.
3. No grievance is to be rejected without having been independently examined. If any grievance or part of it relates to any other branch/section of DUSIB the same should be sent to concerned branch directly without delay under intimation to PGMS branch of DUSIB.

Director(Admn) will be the NODAL OFFICER from DUSIB who will monitor and coordinate the PGMS Grievances.

Further, to dispose the grievances in an effective and time bound manner within the department, it has been decided that the following officers will be the Sectional NODAL OFFICER of respective section to whom the PGMS references shall be sent. It will be the responsibility of Sectional NODAL OFFICER to ensure that appropriate response to the PGMS reference is sent to the applicant (or any other agency as the case may be) and to PGMS Cell of DUSIB. He will be entirely responsible for any lapse, wrong inputs or delay in submitting response.

**DETAILS OF SECTIONAL NODAL OFFICER ARE AS UNDER:**

S.No.	Branches/Wings	SECTIONAL NODAL OFFICER	Remarks
1.	Engineering Wing	Engineering Officer (EO) of respective Chief Engineer	He will Coordinate with all the concerned EEs and send a report/reply to PGMS Branch of DUSIB and ensure that the reply to the applicant has also been delivered timely by the concerned EE.
2.	Management Wing	Dy. Director of concerned Management Wing.	He will ensure timely submission of reply to applicant with a copy to PGMS Branch.
3.	Finance	Budget & Finance Officer.	He will ensure timely submission of reply to applicant with a copy to PGMS Branch.
4.	Town Planning	Architect, DUSIB.	He will ensure timely submission of reply to applicant with a copy to PGMS Branch.
5.	Survey Unit	Concerned Survey Officer.	He will ensure timely submission of reply to applicant with a copy to PGMS Branch.

The PGMS references received in PGMS cell will be transferred to concerned Sectional Nodal Officer on his official e-mail. The Sectional Nodal Officer will then ensure submission of reply before the TARGET DATE, failing which disciplinary action will be initiated against them.

All concerned are accordingly directed to follow the above instructions and adhere to the time line while disposing the PGMS grievances and dispose of the same at least 3 days before the target date. Any laxity/delay will be viewed seriously and strict disciplinary action will be taken.

  
**Member(Admn)**

**Copy to:**

1. CEO, DUSIB for information.
2. Member(Finance)/Member(Engineering).
3. CVO, DUSIB.
4. CE-I & II, DUSIB.
5. All Directors/FA.
6. All SE's/B&FO.
7. All Dy. Directors/Ex. Engineers/Architect/All Survey Officers.