

URGENT
OUT AT ONCE

OFFICE OF THE CHIEF EXECUTIVE OFFICE
DELHI URBAN SHELTER IMPROVEMENT BOARD
PUNERVAS BHAWAN, I.P. ESTATE,
NEW DELHI- 110002

No.PS/CEO/DUSIB/2015/D-83

Dated: 30.09.2015

ORDER

The minutes of the meeting held under the Chairmanship of Chief Secretary with Pr Secretaries/ Secretaries/ HoDs held on 28.09.2015 at 04.00 P.M. along with the directives issued by the Hon'ble Chief Minister - *Quick and effective resolution of grievances received through PGMS*, are hereby circulated for ensuring the compliance of the same by all the officers of DUSIB for timely disposal of the PGMS references.

Non-compliance of the instructions/directives will be viewed seriously and necessary action will be initiated against the officer concerned for delay in submission of the reply.

Director (Admn/PGMS) who is nodal officer for PGMS, under the supervision of Member(Admn), review the status of the pendency on weekly basis for ensuring timely submission of the replies to the office of the PGMS of GNCTD, while adhering the directives, as aforesaid, issued by the Hon'ble Chief Minister.



(V.K. Jain)
Chief Executive Officer,

Encls: as above

To

- Member (Admn)
- Member(Finance)
- Member (Engg)
- Pr Director
- Chief Engineer
- All Directors/ All Dy Directors/CLA/LO/DD(Hort)
- All SEs/All EEs
- I/c-PGMS Cell
- Office copy/Guard file

Mr Das
28/9/15

**OFFICE OF THE CHIEF SECRETARY
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
5TH LEVEL, A-WING, DELHI SECRETARIAT, NEW DELHI - 110 002**

No.: CS/5341-5343

Dated : 29.09.2015

28/9/15

**MINUTES OF THE MEETING OF THE PR. SECRETARIES /
SECRETARIES / HODs HELD ON 28.09.2015 AT 4.00 P.M.**

28/9/15

A meeting of Senior Officers was held in Conference Hall No.3 on 28.09.15 at 4.00 pm under the Chairmanship of Chief Secretary. List of participants is enclosed at Annexure-A. Following issues were discussed:

28/9/15

1. **PGMS:**

Opening the discussions, the Chief Secretary stated that the Public Grievances Management System has been reviewed at the level of Hon'ble CM. It has been noted that most of the complainants are not satisfied with the resolutions made / reported by the department and that in case of many departments, the number of grievances past their target resolution date is huge. If citizens, as a final resort, are submitting their grievances to the Hon'ble Chief Minister's office, it is not excusable that a satisfactory or even a timely resolution is not being offered. The Hon'ble Chief Minister has issued the following directions to address these issues:

- a. The officer actually resolving a grievance on field (or otherwise) must speak to the complainant and inform them the action taken or resolution made before disposing the grievance. It has been noticed that in some departments, the complainants are being contacted from the GRO's office after disposal by the AGROs - the complainants are to be contacted by the officers actually resolving a grievance. HODs are directed to ensure that this task is performed by the officers without fail.
- b. If a complainant is not satisfied with the resolution of a grievance and nothing further / else could be done to address their request, the officers are to be directed to escalate all such issues to their seniors with a detailed explanation. The HODs are to take appropriate action on all such grievances escalated to them and in case they too are of the opinion that no additional action is possible, they are directed to group such grievances according to the nature of grievances and escalate them to the Minister concerned.
- c. The HOD is advised to regularly personally monitor the quality of resolution of grievances and to ensure that their office is not limited to only forwarding of grievances to and fro. The resolutions finally forwarded by disposing the grievances to the Hon'ble CM's office,

for review and feedback from the complainants, would be considered as being made with the approval of the HOD.

- d. Any and all resources are to be allotted to the officers involved in the grievance redressal process for a quick and effective resolution of all grievances – it has been noticed that in some of the departments only 1 or 2 resource persons are there who are overburdened with the task of following up all the grievances being received by the department. This should be corrected.

Chief Secretary asked all HoDs to personally engage themselves in the entire process. They should check status of pending cases on the PGMS website. In this regard he referred to the PGMS Grievance resolution status report which revealed high level of overdue percentage in some departments. He also asked HoDs to bring quality in disposal of the cases. The percentage of unsatisfied applicants is unacceptably high. HoDs should aggressively monitor the grievance management system in an effort to redress the grievances.

2. **CITIZEN CHARTER:**

All HODs were asked earlier to update their Citizens' Charter regarding services provided, time limit for the service delivery, requirement of additional resources and name of the Nodal Officer. Few departments/agencies have still not sent replies. Chief Secretary asked the representatives of the concerned departments and agencies to do the needful.

In some cases, part replies have been received by AR. These departments / organisations are North Delhi Municipal Corporation, Revenue Department, Directorate of Education, Development Department, Land & Building Department, Employment Department, DUSIB, SRDC, Office of Commissioner for Persons with Disabilities, Delhi Finance Corporation and Prisons Department. Chief Secretary asked all departments to update their response immediately.

3. **COURT MATTERS:**

Law Department had sought details of data pertaining to Court cases, Nodal Officers and a softcopy (Excel sheet). The list of defaulting departments was read out and is enclosed as Annexure-B of the Minutes.

Chief Secretary asked all these departments to send the information forthwith.

4. **VIGILANCE MATTERS:**

The Chief Secretary observed that Government is committed to weed out corruption and different actions are going on in this

regard. A meeting of select departments was recently held at the level of the Chief Secretary on 21.08.15. Some information has also been sought by Vigilance Department vide letter dated 18.09.15. Chief Secretary asked all departments to take necessary actions. In particular, he mentioned the following:

- List of sensitive posts be identified by Services Department as well as individual departments/organizations;
- Areas prone to corruption in different departments, PSUs and autonomous bodies be identified;
- Pendency and age of disciplinary proceedings arising out of vigilance investigations and steps taken to ensure expeditious disposal of these disciplinary proceedings be monitored at HOD / Secretary level;
- Methods of control over arbitrary exercise of discretion / suggestions by HODs / Secretaries in individual departments be given to CS through Vigilance Department;
- Each department shall identify areas prone to corruption e.g places involving public interaction and deploy CCTV cameras in such areas after evaluating cost implications and budgetary resources available;
- Preventive vigilance shall be given due emphasis by the concerned HODs;
- Each department to project requirement for separate posts of Vigilance Officers / vigilance set up in their departments. The vigilance officers in the department should report to the concerned HOD directly to facilitate independent analysis of vigilance matters;
- UTCS shall organize a 02-day Training Program on Vigilance matters for Vigilance Officers of different departments.

5. **DENGUE:**

Chief Secretary was briefed on the steps taken by Municipal Corporations and Health Department. He directed that door to door campaigns should be continued. He further asked the municipal corporations to take preventive measures like fogging and controlling the larvae growth.

6. SOLID WASTE MANAGEMENT:

While discussing the cleanliness drives under Swachh Bharat Abhiyan / other programmes and NGT orders, Chief Secretary directed all corporations to address the problem of dumping of waste on some of the roads. The comprehensive plan for collection, transportation and disposal of Municipal solid waste will be reviewed shortly as directed by NGT, for which a meeting will be called at Chief Secretary's level.

7. MISCELLANEOUS:

- Principal Secretary (SC/ST) highlighted the shortage of staff in his department. He suggested that Government may facilitate provisioning of staff on outsourcing basis.

- Secretary (Revenue) proposed that Law Department may empanel arbitrators and frame regulations for their engagement. Chief Secretary agreed with the suggestion and asked Law Department to take the necessary initiative.

- Secretary (Revenue) informed that details of Gaon Sabha land have been uploaded on Revenue Department's website. If any department needs land for any project, the same may be identified and the request may be conveyed to Director (Panchayat).

8. Meeting ended with thanks to the Chair.

-Sd/-
(Ajay Chagti)
Staff Officer to Chief Secretary

No.: CS/5341-5343

Dated: 29.09.2015

Copy for necessary action to:

All Pr. Secretaries / Secretaries / HODs and autonomous bodies of Govt. of NCT of Delhi.

Copy for information to:

1. Pr. Secretary to Hon'ble CM.
2. Secretary to Hon'ble Dy. CM / All Ministers

-Sd/-
(Ajay Chagti)
Staff Officer to Chief Secretary

ATTENDANCE SHEET (19.06.2015)

S.No	Name	Designation
1.	Sh. K.K.Sharma	Chief Secretary
2.	Sh. S.P.Singh	Pr.Secretary (OBC Commission) & Pr.Secretary (SC/ST/OBC/Minorities)
3.	Sh. Arvind Ray	Pr. Secretary (GAD)
4.	Sh. Parimal Rai	Pr. Secretary (SW/WCD) & Pr.Secretary-cum-Commissioner (Transport)
5.	Sh. Anindo Majumdar	CMD (DFC)
6.	Sh. Janak Digal	Chairman (DSSSB)
7.	Sh. Naresh Kumar	Chairperson (NDMC)
8.	Sh. Brijesh Sethi	Pr.Secretary (Law, Justice & LA)
9.	Sh. P.K. Gupta	Commissioner (North DMC)
10.	Sh. Vijay Kumar	Commissioner (T & T)
11.	Sh. Ashwani Kumar	Secretary (Environment)
12.	Smt. Punya Salila Srivastava	Secretary (Education) & (TTE/HE)
13.	Sh. K. R. Meena	Secretary - cum - Commissioner (Labour)
14.	Ms. Rinku Dhugga	MD (DCHFC)
15.	Sh. Amar Nath	Secretary (H&FW)
16.	Sh. Sanjeev Khirwar	Commissioner (F&S), CMD (DSCSC)
17.	Sh. A. Anbarasu	Divisional Commissioner & Development Commissioner
18.	Smt. Alka Diwan	Registrar (Cooperative Societies) and Secretary (Cooperation)
19.	Sh. V. P. Rao	Director (Agricultural Marketing)

20.	Sh. Ramesh Tiwari	Secretary (Language)
21.	Smt. Padmini Singla	Director (Education)
22.	Dr. Jayadev Sarangi	Member (Admn.), DJB
23.	Sh. P. R. Meena	Director (Social Welfare)
24.	Sh. V.K. Jain	CEO (DUSIB)
25.	Sh. Manoj Kumar	Director (TTE)
26.	Sh. Z. U. Siddiqui	MD (DTTDC)
27.	Sh. Sanjay Kumar	Commissioner (Excise)
28.	Dr. Mrinalini Darşwal	Commissioner (Food Safety)
29.	Sh. Sukesh Kumar Jain	Secretary (Power), Secretary & Director (Vigilance)
30.	Ms. Saumya Gupta	Director, WCD
31.	Dr. B. K. Sharma	Director (Planning)
32.	Smt. Achla Singh	Director (Higher Education)
33.	Sh. Sanjeev Ahuja	MD (DSI IDC)
34.	Sh. H. S. Sohal	Director, MGICCC, Bakoli
35.	Sh. H.P.S.Saran	Spl. Secretary (Land & Building)
36.	Sh. C. R. Garg	MD (DTC)
37.	Sh. Vikrant Vaid	Addl. Secretary (Law)
38.	Sh. A.K.Sharma	Director, DFS
39.	Sh. Biaktluanga	Addl. Commissioner, SDMC
40.	Sh. Yashpal Garg	Spl. Secretary (Home)
41.	Sh. B.B. Chowdhary	Commandant, Home Guards
42.	Sh. Ajay Chagti	Staff Officer to CS
43.	Sh. Ravi Mathur	Director (W), PWD
44.	Dr. N.K. Yadav	MHO
45.	Sh. Umesh Sachdeva	Engineer - in - Chief, SDMC

	Report as on 28.9.2015	Court Case Data (Hard copy)	Nodal Officers	Excel Sheets (Soft Copy)
1	Administrative Reforms Department	√		
2	Art, Culture and Language Department	√		
3	APMC-Azadpur			
4	Ambedkar Institute of Technology			
5	Directorate of Audit			
6	Chief Electoral Office			
7	Chaudhary Brahm Prakash Ayurved Charak Sanathan	√		
8	College of Art Department			
9	Directorate of Delhi Fire Services	√	√	√
10	Development Department	√		
11	Directorate of Agricultural Marketing	√	√	
12	Directorate of Economics & Statistics			
13	Directorate of Employment	√		√
14	Directorate of Gurdwara Elections	√		
15	Delhi Subordinate Services Selection Board	√		√
16	Delhi Commission for Women			
17	Directorate Of Education	√		√
18	Govind Ballabh Pant Engineering College			
19	Ch. B.P. Govt. Engineering College		√	
20	Environment Department	√	√	
21	Excise	√	√	
22	Finance Department	√		
23	Chit Fund Department			
24	Directorate of Small Savings			
25	Principal Accounts Office	√		
26	Food and Supplies Department	√	√	
27	Forests & Wild Life	√	√	
28	General Administration(GAD)	√	√	
29	Health & Family Welfare	√		
30	Drugs Control Department			
31	Directorate of Higher Education	√	√	√
32	Home Department	√		√
33	Central Jail		√	
34	Directorate General of Home Guards & Civil Defence			
35	Directorate of National Cadet Corps (NCC)	√		
36	Office of the Commissioner of Industries	√		
37	Directorate of Information & Publicity	√		
38	Information Technology Department	√	√	
39	Irrigation & Flood Control Department(I&FC)			
40	Labour Commissioner	√	√	
41	Land & Building Department	√		
42	Law, Justice & Legislative Affairs Department	√		
43	Maulana Azad Medical College (MAMC)			
44	Planning Department	√	√	
45	Power Department	√	√	
46	Public Grievances Commission			
47	Directorate of Prosecution			
48	Public Works Department(PWD)	√		
49	Rajya Sainik Board			
50	Registrar Cooperative Society	√		√

51	Revenue Department	√	√	
52	Services Department	√		
53	Social Welfare Department	√	√	
54	Tourism Department	√		√
55	Trade and Taxes Department	√		
56	Directorate of Training and Technical Education	√		√
57	Transport Department	√		√
58	Union Territory Civil Services (UTCS)			
59	Urban Development Department	√	√	
60	Directorate of Vigilance	√		
61	Women and Child Development Department	√		
62	Weights & Measures Department			
63	Welfare of Scheduled Castes/Scheduled Tribes/Other Backward Classes/Minorities Department	√		
64	Dte. Of Ayush, Homoeopathic Wing	√		
65	Forensic Science Laboratory	√		
66	Delhi Tourism and Transport Development Corporation	√		
67	Delhi Jal Board	√		
68	MGICC	√		
69	DEDA	√		
70	Delhi Archives	√		
71	Archaeological Department	√		
72	DSIIDC	√		
73	Delhi Transport Corporation	√		
74	Delhi Cooperative Housing Finance Corporation	√		
75	Legislative Assembly Secretariat	√		
76	Delhi Urban Shelter Improvement Board	√		
77	Delhi Financial Corporation	√		

Minister's
discuss
4/25/15

**Quick and effective resolution of grievances received through
PGMS**

discuss

During the Hon'ble Chief Minister's review of the resolution of grievances received through the Public Grievance Monitoring System, it has been noted that most of the complainants are not satisfied with the resolutions made/reported by the department and that in case of many departments the number of grievances past their target resolution date is huge. If citizens, as a final resort, are submitting their grievances to the Hon'ble Chief Minister's office it is not excusable that a satisfactory or even a timely resolution is not being offered.

8/19/2015

The Hon'ble Chief Minister has issued the following directives to address these issues:

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