

Delhi Urban Shelter Improvement Board
Government of NCT of Delhi
(Administration Branch)
F-04, Vikas Kuteer, ITO, Delhi-110002

Most IMMEDIATE

No.: GA/1076/27/Admn./Misc./2020/D-1359

Date: 26/11/25

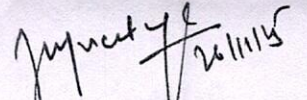
CIRCULAR

Please find enclosed herewith the Minutes of the meeting of Senior Officers of GNCT of Delhi held on 12.11.2025 under the Chairmanship of Chief Secretary, Delhi for information and necessary action.

All the concerned officials mentioned below are requested to furnish the Action Taken Report (ATR) in respect of the point indicated against each, to the Administration Branch ^{immediately.} at the earliest:

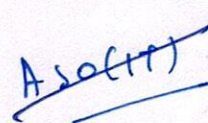
- Point 2: Nodal Officer (Media)
- Point 3: DD (CPGRAMS & Grievance Cell)
- Point 4: EE (Coordination)
- Point 5: EE (Coordination)
- Point 6: Director (Night Shelter)
- Point 8: EE (Coordination)
- Point 9: EE (Coordination)

Compliance in this regard may be ensured.


(Gurpreet Singh)
Dy. Director (Admn.)

Distribution:

1. PS to CEO (DUSIB) for kind information of the latter
2. PS to Member (Admin./Finance/Engg.) for kind information of the latter
3. Chief Engineer, DUSIB/All Pr. Directors
4. All SEs/EEs/Coordination
5. All individual concerned
6. Dy. Director (IT)- with a request to upload on DUSIB website
7. Office copy/ Guard file


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Programme

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Diary No. 1186
Date: 27.11.25
Computer Division (DUSIB)
Govt. of NCT of Delhi

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
GENERAL ADMINISTRATION DEPARTMENT
LEVEL-2, A-WING, DELHI SECRETARIAT, NEW DELHI - 02**

Minutes of the meeting of Senior Officers of GNCT of Delhi held on 12.11.2025 under the Chairmanship of Chief Secretary, Delhi.

A meeting of the Senior Officers of the Government of NCT Delhi was convened under the Chairmanship of the Chief Secretary on 12.11.2025 at 05:30 pm in the Conference Hall-III at 2nd Level, Delhi Secretariat, I. P. Estate, New Delhi. List of officers who attended the meeting is enclosed as Annexure-I. Discussions held and the decisions taken in the meeting are as under:-

1. Action Taken Report on Senior Officers' Meeting

Chief Secretary observed that several Departments had not submitted the Action Taken Report (ATR) on the minutes of the meeting dated 17.10.2025. He directed that ATR/Updated Status on all the issues raised in the Senior Officers' Meeting dated 08.10.2025 be submitted immediately. Further, all the Departments must thereafter ensure regular submission of updated ATRs.

(Action: Secretaries/HoDs of all Departments)

2. Social Media outreach and verification

N.O. (Media)

Chief Secretary emphasized the need for a coordinated and proactive approach to improve the visibility of Government initiatives on various media including Social Media and other digital platforms. Following instructions were issued:-

- a) Every Department shall nominate a Nodal Officer, not below the rank of Joint Secretary, to coordinate and act as a single point contact on all matters related to Media. He shall ensure that all positive work, achievements, developmental and citizen centric activities etc. are published on Social Media/shared with other media platforms without delay with the approval of the Head of Department concerned.
- b) Directorate of Information Technology, GNCT of Delhi in co-ordination with all Departments shall also ensure that the positive work and achievements

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of the Government are appropriately projected, amplified and disseminated through Media/Social Media.

- c) Departments executing infrastructure projects or service-delivery improvements shall upload before and after photographs of projects on their official Social Media handles, wherever applicable.
- d) Timely replies/rebuttals to misleading/factually incorrect news/misinformation shall be issued immediately by the Nodal Officer with approval of HoD to counter any adverse impact. Any public grievance/default in public service e.g. garbage not picked etc. shall be immediately acted upon and response/action taken alongwith before and after photographs, wherever applicable, shall be posted.
- e) All Departments/Autonomous Bodies/Organizations of GNCTD shall ensure that their official Social Media handles are verified at the earliest.

(Action: I&P, Secretaries/HoDs of all Departments)

3. CPGRAMS Pendency/Grievance Redressal (DD (9/12/24))

Chief Secretary expressed concern over the high pendency and delayed disposal of CPGRAMS grievances by several Departments. He informed that a high level review meeting expected to be held shortly to review grievance-redressal performance on CPGRAMS portal. He directed all Departments and specially the major defaulter Departments namely MCD, PWD, DJB, Health & Family Welfare, Education, O/o Divisional Commissioner, Labour, Social Welfare and RCS to clear the CPGRAMS backlog immediately. He further directed that all Departments must ensure timely and regular disposal of grievances received on any portal within the prescribed timelines. He asked all the Secretaries to regularly monitor the grievance redressal in their Departments.

(Action: Secretaries/HoDs of all Departments)

4. Implementation of GRAP-III measures in toto

CC (Candh)

Chief Secretary stated that since GRAP-III has been imposed across the NCR, compliance of all directions of CAQM must be ensured by all implementing agencies. He further directed that:

- a. All pending complaints on the SAMEER App shall be cleared forthwith and in future the complaints shall be disposed off the same day by concerned Departments.
- b. Field teams must be rationalized and strengthened to improve on-ground monitoring and compliance.
- c. PWD and MCD shall ensure redevelopment of roads as per the target and guidelines document of CAQM and also keep a record of before and after photographs of all redeveloped stretches.
- d. Street scaping works may be properly conceived and implemented alongwith road redevelopment.
- e. DPCC shall ensure compliance of all CAQM directions and use of approved fuels and installation of Emission Control Devices in industries. MCD to take strict action against any polluting industries running in non-conforming areas. Concerned DCs (Revenue) to cross verify such actions.
- f. Night-time sweeping operations must be undertaken by MCD at least on major roads on a regular basis.
- g. Close monitoring of dust control at all construction sites shall be ensured by DPCC and MCD even during times when construction activity is banned.
- h. All dust control and vehicular pollution abatement measures must be intensified and monitored regularly by Environment Department.
- i. All Departments shall submit the status of utilization of funds earmarked for road restoration works. Any road cutting activity shall be duly

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monitored by DPCC for ensuring dust mitigation. Nodal Department PWD must ensure immediate road restoration.

- j. Departments concerned must explore and adopt Service Duct technology to reduce repeated road digging and ensuring long-term sustainability.
- k. MCD, in coordination with DUSIB, shall complete the survey for providing Ujjwala connections in JJ clusters at the earliest.
- l. All 13 identified air pollution hotspot areas shall be inspected by DCs, MCD at least every alternate day ensuring all required works such as repairs, water sprinkling, debris removal and enforcement actions are carried out promptly and duly.
- m. MCD will undertake drive to clean Railway tracks and Central Verges.
- n. Certification by field officers for proper condition of their road stretches must be obtained regularly by all road owning agencies, PWD, MCD, NDMC etc.

(Action: All Departments)

5. Cleanliness Drive of NDMC and MCD

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Chief Secretary asked that sufficient machinery and manpower be deployed in all identified locations to ensure impactful cleanliness drives. It was informed that every alternate day, Hon'ble CM and Ministers, GNCTD would also be undertaking field visits to a Municipal Ward to monitor sanitation status of the area. Chief Secretary directed MCD to ensure proper sanitation and cleanliness of areas. He also stated that in the planned drive for garbage vulnerable areas, every Saturday, all officers of GNCTD deployed for the drive must remain present throughout the completion of all sanitation activities in the area. He stressed that whole day effort would be required with sufficient machinery and manpower to ensure satisfactory completion in 2.5 - 3.0 Sq. Km targeted areas.

(Action: MCD, PWD & DUSIB)

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6. Winter Action Plan

Chief Secretary expressed displeasure that several Departments had not submitted their comments to the Office of the Divisional Commissioner regarding the Winter Action Plan. All defaulting Departments were directed to submit their comments immediately and without further delay.

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(Action: Revenue Department/All concerned Departments)

7. CM Pragati Portal

Chief Secretary instructed the Planning Department to ensure that the CM Pragati Portal is made live and fully operational within one week.

(Action: Planning Department)

8. Time bound completion of 234 Priority Works/Projects/Schemes/Reforms.

Cm. (Asst.)

The status of the 234 priority Works/Projects/Schemes/Reforms (Annexure-I) identified by the Government was reviewed. It was directed that all Departments will submit timelines for different milestones till completion date. Any inter-departmental issue causing delays must be flagged immediately to concerned Secretaries who must immediately hold meeting to resolve as already directed. Any important interdepartmental issues causing delays be raised in Senior Officers' Meeting. Details of all these 234 Priority Works/Projects/Schemes/Reforms be also uploaded on CM Pragati Portal.

(Action: All Departments, Planning Department)

9. Asset Management System

Chief Secretary asked about the maintenance of Immovable Asset records of various Departments. It was informed that there is an Asset Management System but same is not updated. Chief Secretary asked all the Departments of GNCTD to update their data on the Immovable Asset Management System immediately.

(Action: All Departments)

10. Inventory Management Software: Chief Secretary asked IT Department to customize best available software of States/UTs for inventory management for proper maintenance of other inventories of the Departments of GNCT of Delhi.

(Action: IT Department)

The meeting ended with thanks to the Chair.

Pradeep Tayal

Digitally signed by Pradeep Tayal
Date: 2025.11.19 21:36:49 +05'30'

**(Pradeep Tayal)
Joint Secretary (GAD)**

F.No.53/763/GAD/CN/2025/4211-4223

Dated: 19/11/2025

Copy for necessary action to: -

1. All Addl. Chief Secretaries, GNCTD/Commissioner, MCD, New Delhi.
2. Chairperson, New Delhi Municipal Council, New Delhi.
3. All the Principal Secretaries, GNCT of Delhi, Delhi/New Delhi.
4. All the Secretaries, GNCT of Delhi, Delhi/New Delhi.
5. CEO (DUSIB), Vikas Bhawan, GNCT of Delhi, New Delhi.
6. CEO, Delhi Jal Board, GNCT of Delhi, New Delhi.
7. Chairperson, DSSSB, Karkardooma, New Delhi.
8. Commissioner (T&T), Trade & Taxes Department, New Delhi.
9. Commissioner (Excise), Excise Department, New Delhi.
10. Pr. Chief Conservator of Forests, Deptt. of Forest & Wildlife, GNCTD.
11. Engg.-in-Chief, Public Works Department, GNCT of Delhi, New Delhi.
12. Member Secretary, Delhi Pollution Control Committee, GNCT of Delhi.

Copy for information to: -

1. OSD to Chief Secretary, 5th Level, Delhi Secretariat, New Delhi.
2. PS to Secretary (GAD), 2nd Level, Delhi Secretariat, New Delhi.

Pradeep Tayal

Digitally signed by Pradeep Tayal
Date: 2025.11.19 21:36:17 +05'30'

**(Pradeep Tayal)
Joint Secretary (GAD)**