

**GOVERNMENT OF N.C.T. OF DELHI**  
**DIRECTORATE OF AUDIT**  
(Administration Branch)

04<sup>th</sup> Level, 'C'-Wing,  
Delhi Sachivalaya,  
New Delhi.

No. F.8(4)/DOA/Estt./2014/dcaaudit/ 3223

Dated: 22-04-16

**Sub.: Regarding monitoring of Public Grievance Management System.**

Please find enclosed herewith the copy of Circular dated 13.04.2016 received from the Pr. Secretary to Hon'ble Chief Minister, Delhi on the subject cited above, for information and taking necessary action accordingly.

This issues with the prior approval of the Competent Authority.

**Encl.: As above.**

  
**(H.R. NAUGAIN)**  
**ACCOUNTS OFFICER (ADMN.)**  
**TEL. NO. 23392280**

 The Nodal Officer(Website)/AAO(Audit)

Fin/2016/7011

18/04/16

**GOVERNMENT OF NCT OF DELHI**  
**CHIEF MINISTER'S OFFICE**  
**3<sup>RD</sup> LEVEL, DELHI SECRETARIAT, NEW DELHI**

No. Pyncm/2016/248-317

Date: 13-04-2016

**CIRCULAR**

On directions of Hon'ble Chief Minister, a series of review of settlement of grievances under 'Public Grievance Management System' has been initiated. Two meetings with the select Departments have already been held and schedule of meeting with other Departments is being issued separately.

In these meetings, the focus of the review would be on the following points:-

Out of the total number of grievances received, how many grievances have exceeded the time limit.

2. The percentage of grievances which has been resolved and which have received the satisfactory feedback. If this percentage is low, the Department needs to explain why this percentage is low and what steps the Department intends to take to improve the situation in a defined time frame.
3. Review of the grievances marked as not resolvable. Under this group, certain grievances will be picked up on the day of review of meeting and these would be discussed in the meeting with the Head of the Department so as to find out whether the marking of particular grievance as not resolvable have been done appropriately by the Department or not.
4. The PGMS system has functionality in which the grievances assigned to a particular Department can be further subcategorised. Most of the Departments have not worked on this functionality, which is very useful for later analysis of the problems and taking systemic decisions on resolution of such

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grievances. The Departments would be required to come up with the list of further subcategorisation of the grievances relating to their Department and this categorisation would be approved in the review meeting.

All Departments are requested to kindly note the abovementioned points.

*Rajendra*  
13/4/12  
(Rajendra Kumar)  
Pr. Secretary to Chief Minister

To

All Principal Secretaries/Secretaries/Heads of various Departments of Government of NCT of Delhi

**Copy to:**

1. Secretaries to all Hon'ble Ministers, Government of NCT of Delhi.