

**SPEED POST/PGC MATTER**  
**MOST IMMEDIATE/TIME BOUND**

**GOVT. OF NCT OF DELHI**  
**DEPARTMENT OF SOCIAL WELFARE**  
**7th FLOOR, MSO BUILDING, I.P. ESTATE, NEW DELHI-110002**  
**( PGC CELL)**

27 SEP 2023

F. No 4 /PGC Cell/DSW//2023-24/ 12139-12170

Dated:

27 SEP 2023

**CIRCULAR**

In continuation to the Circular No. F. No.2(5)/2020/AR(PGMS)/4473-4505 dated 21/09/2023, the overall pendency of grievances as reflected in the PGMS Portal of the Department as on 01/09/2023 is as under: -

Total Pending Grievances	Pending Grievances (Overdue)	Overdue >3 months	No. of Disposed Grievances with Unsatisfied Feedback
121	76	0	4374

It is again stressed that all out efforts should be made by AGRO's for timely disposal of pending grievances and to reopen all Not-Satisfactory and Partially Satisfactory grievances to review the quality of replies to the utmost satisfaction of the public, bring down the pendency of Not-Satisfactory and Overdue cases to zero.

The Key points for handling the PGMS Portal have already been circulated with this office earlier Circular dated 21/09/2023

This may be given **TOP PRIORITY.**

Encl.: - as above

Sanjay Kumar Sharma

Section Officer (PGMS/PGC Cell)

To

All AGRO's

Department of Social Welfare, GNCTD 12139-12170

27 SEP 2023

F. No 4 /PGC Cell/DSW//2023-24/

Dated:

Copy for information to: -

1. The PS to Secretary (SW/WCD),GNCTD, , 7th Floor , MSO Building , I.P. Estate, New Delhi -110002
2. PA to Director, DSW, GNCTD, 7th Floor , MSO Building , I.P. Estate, New Delhi - 110002

✓ 3. Sr System Analyst, please upload in web 6 sec  
Dsw, GNCTD Delhi

Sanjay Kumar Sharma

Section Officer (PGMS/PGC Cell)

10/6/22  
27/9/23



dsw depts &lt;dswgrievance@gmail.com&gt;

## Fwd: [PLEASE OPEN THE ATTACHMENT WITH CAUTION]regarding Monthly Review Report of PGMS Grievance as on date 01.09.2023.

1 message

Garima Gupta &lt;pssw@nic.in&gt;

Thu, Sep 21, 2023 at 3:11 PM

To: Anjali Sehrawat <dsw@nic.in>, Garima Gupta <secretary.wcd@delhi.gov.in>, dswgrievance <dswgrievance@gmail.com>

**From:** "arupdate" <arupdate@nic.in>

**To:** "DCP Head Quarter II" <dcp.hdqr2@delhipolice.gov.in>, "Commissioner MCD" <commissioner@mcd.nic.in>, commissioner-sdmc@mcd.gov.in, commissioner-ndmc@mcd.gov.in, "ANKITA CHAKRAVARTY" <secretary@ndmc.gov.in>, vcdda@dda.org.in, dirresland@dda.org.in, "Directorate General of Health Services" <dirdhs@nic.in>, cepwddelhimem3@gmail.com, cepwddelhimzm2@gmail.com, cepwddelhimzm1@gmail.com, cepwddelhimzm3@gmail.com, ceifcd@gmail.com, aobbranchifcd@gmail.com, ifceepnd@gmail.com, "UK Sinha" <labjlc3.delhi@nic.in>, "Ram Niwas Sharma" <labcom@nic.in>, "Garima Gupta" <pssw@nic.in>, delhishelter@gmail.com, "VivekSrivastava Nodal Officer" <nodjb.delhi@nic.in>, "ceodelhi.djb" <ceodelhi.djb@nic.in>, wcdvac@gmail.com, "Mr Krishan Kumar" <wcd@nic.in>, "Ashok Kumar" <secyedu@nic.in>, "Himanshu Gupta" <diredu@nic.in>, "Dr. A.M. RATHORE" <msgtbh@nic.in>, Jpkapoor@rediffmail.com, "Divisional Commissioner" <divcom@nic.in>, pccfgnctd@gmail.com, "Dr. Dilraj Kaur" <cfood@nic.in>, "DA MB" <ambdl@nic.in>, "commtp" <commtp@nic.in>, "KK Dahiya" <md.dtidc@delhi.gov.in>, "dghome" <dghome@nic.in>, livingpositive@gmail.com, dapnabazar@yahoo.com, egopalmohan@gmail.com, "GurpalSingh SecytoMinister" <secylm.delhi@delhi.gov.in>, "Vivek Pandey IAS Secretary AR" <secyar@nic.in>, "Shri Naresh Kumar" <csdelhi@nic.in>

**Cc:** "P.K.Gupta" <pgms.delhi@gov.in>

**Sent:** Thursday, September 21, 2023 3:05:10 PM

**Subject:** [PLEASE OPEN THE ATTACHMENT WITH CAUTION]regarding Monthly Review Report of PGMS Grievance as on date 01.09.2023.

Sir/Madam,

Please find the attachment letter No. F.2(5)/2020/AR(PGMS)/4473-

4505 dated:21/09/2023 regarding Monthly Review Report of PGMS Grievance as on date 01.09.2023.

Regards,

Administrative Reforms Department  
Government of NCT of Delhi,  
C-Wing, 7th Level, Delhi Secretariat,  
I.P. Estate, New Delhi-110002.  
Phone No.: 011- 23392620 / 23392483


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Azadi Ka  
Amrit Mahotsav

2639/2PGC(DSW)  
21/09/2023

DR



समृद्धि वृद्धयन्तः  
ONE EARTH • ONE FAMILY • ONE FUTURE

 4473-4505.pdf  
740K



GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
ADMINISTRATIVE REFORMS DEPARTMENT (PGMS)  
2nd LEVEL, C-WING, DELHI SECRETARIAT,  
I.P. ESTATE, NEW DELHI-110002

No.F 2(5)/2020/AR(PGMS)/4473-4505

Dated: 21/09/2023

Monthly Review Report of PGMS Grievances

As on 01.09.2023

PGMS Dashboard Statistics as on 31<sup>ST</sup> of August 2023, for the perusal and to take remedial steps in resolving pending PGMS Grievances by the Department concerned, is as mentioned in Annexure - 1, Annexure enclosed.

Several steps have already been taken by this office to train & assist the departments to reduce the pendency and to maintain quality of the disposal. Hands-on training-cum-disposal sessions are being conducted on a regular basis for the Nodal Officers at AGRO/ GRO level of various departments.


All AGROs may be directed to clear all overdue grievances to NIL. 'Not satisfied' grievances may be reviewed and reopened (where updation/correction is needed) or put in appropriate categories (Not Resolvable/ Interim Reply etc.).

PGMS guidelines available at PGMS portal may be followed for proper disposal. However, following key points may be kept in mind while disposing PGMS grievances:-

Key points for handling PGMS PORTAL

- Grievances pertaining to other deptt. must be transferred/ forwarded through PGMS portal.
- Grievances where the action is not completed or under process, should not be put in resolved category; may be marked as Interim reply till the final disposal.
- Open ended statements and vague replies must be avoided.
- Deptt. can mark a grievance as NOT RESOLVABLE only if they are the final authority.
- Grievance where action could not be taken to the satisfaction of the complainant due to Policy/ Sub-Judice matters or whatsoever reasons, be put in the 'Not resolvable' category after doing the needful.
- Detailed reply may be attached in pdf format on portal.
- Repeated complaints may be marked as Not resolvable with the remarks that 'Duplicate of PGMS ID NO. (Original grievance ID)'.
- In case of any change in the name, designation of GRO, same may be updated on PGMS portal and inform to AR Department for record.

All GRO/AGROs are requested to attend all overdue grievances in time and to maintain a NIL status in r/o overdue grievances. And, all Not Satisfied Grievances may be reviewed and disposed after reopening as per the PGMS guidelines.

  
Dy. Secy. (PGMS)

## Annexure-1

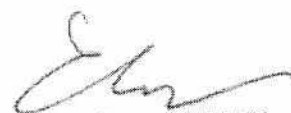
## REPORT OF PENDENCY OF PGMS GRIEVANCES (as on 01-09-2023)

Sr.No.	Name of Department	Pending Grievances	Pending Grievances (OVERDUE)	OVERDUE >3 Months	No. of Disposed Grievances with Unsatisfied Feedback
Department Reporting Indirectly					
1	MCD	13928	12821	7104	7719
2	DELHI POLICE	2353	2014	627	17241
3	MCD EAST	850	850	858	12545
4	MCD NORTH	719	719	719	20830
5	DDA	411	360	144	3868
6	MCD SOUTH	279	276	272	21721
7	NEW DELHI MUNICIPAL COUNCIL	76	62	13	1154
TOTAL		18626	17112	9737	85078
Department Reporting Directly					
8-	IRRIGATION AND FLOOD CONTROL	611	570	247	2438
9-	PUBLIC WORKS DEPARTMENT	413	383	229	1718
10-	DELHI JAL BOARD	1650	377	62	9394
11-	PWD East	384	360	197	866
12-	PWD North	356	300	108	979
13-	EDUCATION	466	213	28	1459
14-	DUSIB	230	213	115	526
15-	PWD South	183	161	55	2
16	DIRECTOR HEALTH SERVICES	180	142	93	0
17	REVENUE DEPARTMENT	138	123	73	276
18	TRANSPORT DEPARTMENT	198	122	23	3446
19	LABOUR	206	105	15	2037
20	DELHI COMMISSION FOR WOMEN	96	81	11	557
21-	GURU TEGH BAHADUR HOSPITAL	85	78	47	504
22	SOCIAL WELFARE	121	76	0	4374
23	DC SOUTH	92	74	39	758
24	DTIDCL	78	74	46	30
25	CONSUMER AFFAIRS	78	72	0	1245
26	FORESTS AND WILDLIFE	89	70	7	0
27	WOMEN AND CHILD DEVELOPMENT	94	59	7	214
28-	DELHI AGRICULTURAL MARKETING BOARD	78	55	6	113
29-	DELHI STATE CONSUMER COOPERATIVE FEDERATION LIMITED	49	49	49	0
30	DIRECTOR GENERAL OF HOME GUARD	49	49	6	274
TOTAL		5924	3806	1463	31210



**Copy forwarded for information and necessary action to :-**

1. Commissioner of Police, Delhi Police.
2. Commissioner MCD, New Delhi, with request to dispose the large number of pending grievances of MCD immediately and also dispose grievance of MCD north, south, MCD east before unification of MCD
3. Commissioner NDMC New Delhi
4. Chairman, DDA New Delhi
5. Director, Director Health Services, Karkardooma.
6. C.E. PWD East Delhi
7. Chief Engineer, Irrigation and Flood Control ISBT New Delhi.
8. C.E., PWD NORTH
10. Commissioner ( Labour), 5, Sharnath Marg New Delhi.
11. C.E. PWD SOUTH DELHI
12. Commissioner, Social Welfare Department, GNCT
13. Director, Delhi urban shelter improvement board
14. C.E. PWD (hq)
15. Chief Engineer, Delhi Jal Board.
16. Commissioner, Women and child development
17. Director, Education Department, old secretariat, GNCTD
18. Medical Superintendent, Guru Tegh Bahadur, Hospital
19. Office of Divisional Commissioner, REVENUE DEPARTMENT, 5 Samnath Marg New Delhi
20. CFO, Forests and Wildlife
21. Commissioner, food supplies and consumer affairs, k-block, Vikas Bhawan, N.Delhi
22. Director, Delhi Agricultural Marketing Board
23. Commissioner, Transport Department
24. Commissioner, DTIDCL, Transport Department
25. Director General, Director General of Home Guard
26. Director, Delhi State Consumer Cooperative Federation Limited
27. Commissioner, Delhi Commission for Women, GNCT
28. DC(South)
29. Advisor (PGMS) to Hon'ble Chief Minister, A-709, Delhi Sectt. for information
30. SD to Minister (AR), Delhi Sectt.
31. PA to Pr. Secy. (AR), Delhi Sectt.
32. OSD to Chief Secretary, GNCT of delhi, Delhi Sectt.
33. Guard file.

  
Dy. Secy.(PGMS)

Department of social Welfare  
PGMS Status  
Report of Pending of PGMS Grievances ( As on 01/09/2023)

S.No	Name of Branch/district/Home	Total Pending Grievance	Pending Grievance Overdue	No. of Disposed Grievances with Unsatisfied feedback
1	Financial assistance section	0	0	1332
2	District Social Welfare Officer NWII	3	0	700
3	District Social Welfare Officer North East	12	7	471
4	District Social Welfare Officer North West I	2	0	528
5	District Social Welfare Officer South West	2	0	252
6	District Social Welfare Officer South	4	1	290
7	District Social Welfare Officer East	4	0	201
8	GRO	1	0	124
9	District Social Welfare Officer West	0	0	125
10	District Social Welfare Officer North	1	0	127
11	Admn II Branch	35	29	69
12	District Social Welfare Officer Central	0	0	89
13	Disability branch	9	9	76
14	Social Security Branch	0	0	33
15	District Social Welfare Officer New Delhi	1	0	16
16	Estate Branch	0	0	10
17	Social Defanse Branch	0	0	10
18	School and Hostel GSSSBB	0	0	12
19	Vigilance Branch	0	0	7
20	Admn I Branch	0	0	10
21	VAC Branch	0	0	10
22	ashkiran	0	0	13
23	RCL Branch	0	0	8
24	Deaf and Dumb school	0	0	1
25	Care taking Branch	0	0	2
26	GLNS School	0	0	0
27	computer cell	1	0	0
28	Halfway Home/Longsay Home Nav Chetna	1	1	0
29	rehabilitation services branch	0	0	3
30	HOIB Lampur	0	0	1
31	Reception Cum Classification Centre Kingsway	0	0	3
32	HMBAD,Lampur	0	0	1
33	Asha Deep Home Narela	0	0	0
34	BHI Lampur	0	0	1
35	Halfway and Longstay Home Nav Kiran	0	0	0
36	HCGBB Kingsway Camp	0	0	0
37	Litigation branch	0	0	0
38	Old Age Home Bindapur	0	0	0
	<b>Total</b>	<b>76</b>	<b>47</b>	<b>4542</b>