CIRCULAR

Sub:- Guidelines on Redress of Public Grievances.

Please find enclosed herewith a copy of Office Memorandum No. F. 2(39)/2013/AR/1910-2069/c dated 30/01/2014 received from Secretary (AR), Administrative Reforms Department, 7th Level, Delhi Secretariat, I.P. Estate, New Delhi-110002 on the subject cited above for information and necessary action.

Encl:- As above.

(A.K. Gambhir)
Asstt. Dir. of Edn. (Coord.)

Copy for information and necessary action to:-

1. PS to Pr. Secretary (Education), GNCT of Delhi, Old Secretariat, Delhi.
2. PS to Director (Education), GNCT of Delhi, Old Secretariat, Delhi.
3. PA to Spl. Dir. of Edn. (Finance/HOO/Pension/Accounts), Dte. of Edn., Delhi.
5. All Additional/ Regional Director of Education, Directorate of Education, Delhi (through Website).
7. MD (DBTB), New Delhi.
8. Director (SCERT), Delhi.
10. All Branch Incharges of Head Quarter through website of the department.
11. OS (IT) with the request to upload the circular on the website.

(A.K. Gambhir)
Asstt. Dir. of Edn. (Coord.)
OFFICE MEMORANDUM

Subject: Guidelines on Redress of Public Grievances.

In view of the increased public interface, there is an urgent need to strengthen the Public Grievance Redress Mechanism so that the members of public can meet the Grievance Redressal Officers to enable them to get their grievance redressed.

2. All the Heads of Departments and Heads of Office are required to give utmost priority to attending the public grievances/complaints and to implement the following initiatives in their departments and offices for their expeditious disposal:

   (i) All the Head of the Departments shall hear the grievances/complaints of the citizens everyday between 10 AM to 11 AM in their respective offices.
   (ii) All the Officers upto the level of Assistant Commissioners, Dy. Directors, Deputy Secretaries, SDMs etc. including officers of field offices having public interface must also hold the Public Hearing from 10:00 AM to 11:00 AM on daily basis.
   (iii) In case, Head of the Department/Designated Officer is not available due to some urgency or pre-occupation elsewhere, the Second in Command Officer in the Department/Office should be available for Public Hearing.
   (iv) The grievances/complaints should be duly recorded and ID No should be provided to complainant, clearly indicating date/time by which the complaint may get redressed and also to enable the complainant to enquire the progress of redressal of his complaint/grievance.
   (v) All the Departments and Offices should observe the time fixed for attending the public grievances as meeting less time.

3. The above instructions may be brought to the notice of all concerned for strict compliance.

4. This issues with the instructions of Chief Secretary and Chief Minister, Delhi.

(Arun Baroka)
Secretary (AR)
Dated: 30/10/14

All Heads of the Departments, Government of NCT of Delhi.
All Heads of Autonomous Bodies / Local Bodies / Undertakings and other institutions owned or substantially finance by the Government of NCT of Delhi.
Pr. Secretary to Lt. Governor /Secretary to Chief Minister / Secretaries to Ministers, Government of NCT of Delhi.
All the Heads of Offices, Govt. of NCT Delhi.
OSD to Chief Secretary, Government of NCT of Delhi.
Guard file.

(Arun Baroka)
Secretary (AR)