CIRCULAR

Subject: Public Grievance Management System (PGMS).

<table>
<thead>
<tr>
<th>Addl. DE(Admin./MDM/RTE)</th>
<th>All RDs/DDEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addl. DE(Vig./CTB/L&amp;E)</td>
<td>Jt. Director(IT/CEP)</td>
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<tr>
<td>Addl. DE(Exam/School/Welfare)</td>
<td>Jt. Director(Plg.)</td>
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<tr>
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<td>DCA</td>
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<tr>
<td>Secretary(SCERT)</td>
<td>All ADEs</td>
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Sir/Madam,

Your attention is invited to the Circulars of even number dated 04/03/2015 and 06/04/2015 on the above-mentioned subject (copies enclosed for ready reference). In this regard, it is noticed that:

i) Grievances are not being disposed of expeditiously on account of huge pendency has accumulated;

ii) Even grievances, which have been marked as URGENT are to be disposed in 02-03 days, are not being attended to.

iii) In some cases, where the grievance is related to a private school, only comments of the school concerned are forwarded without any remarks of the DDE.

Since Pr. Secretary to CM is himself monitoring the PGMS and engaging attention of the HOD on the issue, it is imperative that due seriousness is accorded on this matter. All the Officers/DDEs concerned are, therefore, again requested to personally go through each grievance PDF file and monitor reply of the said grievances. It should be ensured that there is no pendency on their part.

(SHAH KISHORE)
SPL. DIRECTOR OF EDUCATION(HQ)
Dated:

Copy for information to:

1. PS to Secretary(Education)
2. PS to Director of Education
3. OS(IT) with the request to upload the Circular on Directorate’s website

(SHAH KISHORE)
SPL. DIRECTOR OF EDUCATION(HQ)
Sir/Madam,

Your attention is invited to the Circular of even number dated 04/03/2015 on the above-mentioned subject. In this regard, Principal Secretary of Hon'ble Chief Minister, Delhi has informed that the CM Office has followed-up some cases marked as “Resolved” by the Directorate and took feedback of the complainants by calling them. They have found that more than 80% of the complainants' grievances have not been attended to. Therefore, following action has been desired:

a. Speedy disposal of the pending complaints,

b. The Directorate must ensure actual resolution of the complaints. An effort must be made to call the complainant before marking the case as “Resolved” to ensure his/her satisfaction.

All the Officers/DDEs concerned are, therefore, again requested to personally monitor disposal of grievances/suggestions received on the PGMS portal and ensure that aforesaid directions of Pr. Secretary to CM are strictly complied with.

This issues with the approval of Director of Education.

(SHASI KAUSHAL)
SPL. DIRECTOR OF EDUCATION(HQ)

NO. SPL(DE)/HQ/VIP/2015/169

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CIRCULAR

Subject: Public Grievance Management System (PGMS).

To,

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Addl. DE(Exam/School/Welfare)  Jt. Director(Plg.)
Addl. DE(SPD/SSA/UEE)      DCA
Secretary(SCERT)          All ADs

Sir/Madam,

Hon'ble Chief Minister, Delhi has started Janta Darbar w.e.f. 18.02.2015. The grievances/suggestions received by the Chief Minister during the Janta Darbar as well as grievances/suggestions submitted by citizen online are uploaded on the PGMS portal. The grievances/suggestions so received are further transmitted to the Officer/DDE concerned at the HQ level of the Directorate for submission of requisite reply.

Certain grievances, which are of urgent nature, need to be disposed off on emergent basis, are marked as URGENT by the CM Office and given shorter duration for disposal of 2-3 days.

All the Officers/DDEs concerned are, therefore, requested to personally monitor disposal of grievances/suggestions received on the PGMS portal and ensure that a satisfactory reply to each grievance/suggestion is provided to the citizen within the stipulated time-frame.

This issues with the approval of Director of Education.

(SHASHI KAUSHAL)
SPL. DIRECTOR OF EDUCATION(HQ)
Dated:

NO. SPL(De)/HQ/VIP/2015/960
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(SHASHI KAUSHAL)
SPL. DIRECTOR OF EDUCATION(HQ)