

DELHI STATE INDUSTRIAL & INFRASTRUCTURE DEVELOPMENT COPORATION LTD.
N-36, Bombay Life Building, Connaught Circus, New Delhi-110001
(RTI/PGMS DIVISION)

No. DSIIDC/DGM (PGMS)/2018-19/

Dated: 06.08.2018

Please find enclosed a copy of Guidelines issued by Dy. Secretary (PGMS) for compliance.

Encl: As above


(S.P. Pant)
Dy. G.M. (RTI/PGMS)

To,

1. Company Secretary
2. CE -I
3. CE - II
4. CE- IV
5. CE-(Elect.)
6. CAO (H.Q.)
7. CM (RL/CWCHousing/Security)
8. CM(IMFL/NAC)
9. DM(P)
10. DM(IT)
11. DM (IEM)
12. DM (Vig.)
13. DM (GAD)
14. DM (Legal)
15. DM (REM)

Copy to:-

DM (IT) for uploading on the DSIIDC website

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

[Handwritten signature]

Director (Finance)
OFFICE
IN
Dy. No. 913
D. te. 1/8/18
JSDC

PGMS - Guidelines to GROs and AGROs

- 1. Details of the grievance resolving officer:** The department is directed to kindly update, within two working days, the details (name, designation and contact number) of the officer who is finally going to resolve the grievance. If the grievance doesn't pertain to the department, within these two working days itself the grievance is to be marked to the department concerned.
- 2. Missing Information:** In case of missing information regarding the grievance, kindly direct the officers concerned to talk to the complainant and get all the relevant information and clarifications from the complainant - instead of closing the grievance mentioning that complete information is not available.
- 3. Other Department Grievances:** It has been noticed in many cases that when a grievance doesn't pertain to a department, the grievance is marked as resolved with only a remark that the grievance pertains to another department. In such cases or when a grievance has been forwarded to another department (through official communication in the form of letters), the forwarding must also happen in the PGMS website instead of closing the complaint, so that the CMO can track the progress of the grievance by the other department through the PGMS website itself. This would also make sure that a subsequent feedback collection call is not made to the complainant, incorrectly informing that their grievance has been attended to.
- 4. Action Taken Report:** While marking a grievance as resolved, scanned copies of the ATR and/or any other correspondence (like letters sent to the complainant) regarding the grievance are to be uploaded by the department. Kindly also make sure a brief summary of the action taken is submitted while marking the grievance as resolved.
- 5. Type of grievance:** For each grievance, a 'Type of grievance (Subject)' attribute is available to aid in proper grouping of grievances. The department is directed to ensure that the type of grievance field is properly updated for all grievances so that the overall nature of grievances being received by the department could be

84/09/2018
2/8/2018

Dm (F)
Dy CM
1/8/18

- analysed to evaluate the options for avoiding the occurrence of such grievances altogether.
6. **Update to the complainant over phone:** Upon resolution, kindly provide details to the complainant of the action taken over phone. This would make sure that even in case of any issues with delivery of the communication letter from the department, the complainant would be aware of the resolution made by the department.
 7. **Cases that are sub judice:** For grievances that are sub judice, please make sure that the details of the case and the court in which the case is pending are properly entered.
 8. **Interim reply:** Officers using the PGMS system are directed to make sure that interim replies are specifically added only using the new 'Interim Reply' option and not to dispose the grievances while reporting only an interim reply.
 9. **Marking as Resolved/Not Resolvable:** The department is directed to properly set the 'Resolved' and 'Not Resolvable' options while disposing a grievance considering these options from the point of view of the complainant. The 'Resolved' option is to be selected only after any action has been taken (by the department) to get the complainant's grievance resolved. The 'Not Resolvable' option is to be chosen only in cases where no further action is possible from the department or if any policy level decision is to be taken by the Government for resolution of the grievance.
 10. **Reopening of grievances:** The department is directed to instruct all AGROs to review grievances for which a 'Not Satisfied' or 'Partially Satisfied' grievance has been received by the Hon'ble CM's Office. For grievances in which any further action is possible, the GRO and AGROs can directly reopen a grievance from their accounts and upload details of the further action taken (subsequent to the previous disposal).


Dy. Secretary (PGMS)
AR Department
(dysecpgms@gmail.com)

To
All HODs/GROs/AGROs, GNCTD
No. F.2(5)/2017/AR(PGMS)/12952-13031
Copy for information to:-

1. Advisor(PGMS) to Hon'ble Chief Minister, Delhi.
2. OSD to Minister-in-charge, AR Department.
3. Dy. Secretary, CM Office.
4. P.A. to Secretary, AR Department.
5. Guard file.

Dated - 31/07/18