

**DELHI STATE INDUSTRIAL & INFRA. DEVELOPMENT COPORATION LTD.**  
**A-3/4, State Emporia Building, Baba Kharak Singh Marg,**  
**Connaught Place, New Delhi-110001**  
**(RTI / PGMS DIVISION)**

No. DSIIDC/DM (RTI)/PGMS/Misc./2016-17 244/9

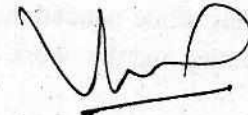
Dated: 07.11.2016

**Subject:- Effective resolution of PGMS Overdue, No satisfied & Partially satisfied case**

A meeting was called by the Office of Advisor to Hon'ble Chief Minister (Grievances/ Anti corruption) at Delhi Secretariat, Govt. of NCT of Delhi on dated 27.11.2016 to review the resolution of PGMS cases with special focus on **overdue, non satisfied** and **partially satisfied** cases. The undersigned attended the meeting where certain suggestions were deliberated to resolve such cases effectively.

The copy of the Minutes of Meeting comprising of the suggestions for effective resolution of such cases is enclosed herewith for compliance by all concerned.

Encl: As above



(Vijit Singh)  
DM (RTI/PGMS)

**All concerned Officers**

**Copy to:**

1. Sr. PA to CMD
2. PS to ED
3. DM (IT) for display on our website.

Office of Advisor to C.M.(Public Grievances/Anti Corruption)

Govt. of NCT of Delhi

A-710, 7<sup>th</sup> floor Delhi Secretariat, New Delhi.

No.F.CMO/PGMS/2016-17/advcomp/483-84

Dated:- 28/10/2016



Minutes of the Meeting

A meeting was held in the Delhi Secretariat, GNCT of Delhi at 3.00 PM on 27/10/2016 with officers of DSIIDC. The meeting was held in the presence of Sh. Ashish Kumar, (Dy. Secretary PGMS) Smt. Suman Kumari, (Dy. Secretary PGMS) and Mr. Cheryn, Public Grievance officer to review the resolution of grievances with special focus on overdue, non-satisfied and partially satisfied cases of DSIIDC.

The meeting was attended by the following officials:

S.No.	Name	Designation	Mobile No.	Email
1.	Sh. Vijit Singh	DM (IMFL)	8800109584	
2.	Sh. Shahzeb Naqvi	AG-I	9871458817	



At the outset, some queries regarding proper handling of PGMS Portal raised by the Officers of DSIIDC were discussed and they were advised to follow the guidelines available on the portal for proper handling of PGMS.

This office noticed that the department has been performing better than the status at the last month meeting and the work done by the officers was appreciated.

It was pointed out that CE-1 and CM-RL needs to work hard as the overdue and not satisfied cases are reflecting in their account on higher side. The officers were asked to resolve all such cases at the earliest.

The officers were advised to use the **not resolvable** category for such cases which cannot be resolved upto the satisfaction of the complainant.

On inquiring about the duplicate cases, the officers were directed to resolve the first complaint and mark the duplicates as 'Not Resolvable' with the remarks 'Duplicate of <ID\_OF\_ORIGINAL\_GRIEVANCE>..

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CM (PGMS)  
UTPGCL

PL circulate it among all CE's, DM, CM, & DHS for pm/a

With regard to habitual complainants, the officers were advised not to take such cases seriously and to create a subject by name "**Duplicate Complaints**" and keep all such cases in that category and mark them as Not Resolvable.

This office noticed that the subject **unauthorised** has maximum no. of cases and grievances kept in this category needs to be elaborated further, The officers were asked to sub-categories the subjects for proper monitoring..

The officers from DSIIDC furnished a list of cases, which are being forwarded to them again and again by other departments. The officers were advised to share all such cases with CMO so that the same may be take up with the concerned department.

As sample, a few cases where reply was irrelevant were discussed. The officers were asked to correct this and also to make sure to correct the discrepancies at the GRO end if the guidelines provided are not adhered to.

Department has been directed for strict compliance of the instructions. Owing to good performance put forth by the officers, the department is exempted for next month's' meeting.



(Ashish Kumar)

Dy. Secretary (PGMS)

**Copy to:**

1. Advisor to CM, Public Grievances and Anti Corruption.
2. Secretary, DSIIDC
- ✓ 3. The concerned officers, through Secretary, DSIIDC.
4. Guard File