

Delhi State Industrial & Infrastructure Development Corporation Ltd.
N-36, Bombay Life Building, Connaught Circus, New Delhi-110001

(Office of Dy. General Manager)

No.:DSI IDC/DGM/PGMS/2018-19/262

Date: 13.8.2018

Subject : Monthly Review Report of PGMS Grievances
for the month ended on 31st of July, 2018

Please find enclosed a copy of communication No. F.2(5)/2017/AR(PGMS)/13437-45 dated 03/08/2018 received from Dy. Secretary (PGMS), Govt. of NCT of Delhi, Administrative Reforms Department (PGMS), New Delhi on the above subject.

It may kindly be seen from the status of pendency that 223 cases have been shown as pending with 101 cases as overdue and, still further, 01 cases being overdue for more than 6 months.

It may further be noted that in 493 cases, the complainants are not satisfied with the replies sent by the DSI IDC. The Competent Authority has expressed his displeasure over such a large number of pending cases, particularly over the status of 'Not Satisfied' Grievances.

All the Divisional Heads may please clear the pendency on their part as early as possible. Action Taken Report on the same may be sent to the undersigned for placing the same before the Competent Authority. Status of 'Not satisfied' case along with reason for the same may also be communicated.

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(S. P. Pant)
Dy. General Manager

To

- 1) **CE - I** (Please pay special attention to the pendency as the large number of cases in the category of 'Pending' as well as 'Not satisfied' pertain to his Division).
- 2) **CE - IV**
- 3) **CE (Electrical)**
- 4) **CM (RL)**
- 5) **DM (P)**
- 6) **DM (IMFL)**
- 7) **DM (NAC)**
- 8) **DM (IEM)**

Copy to :

- 1) PS to MD, DSI IDC.
- 2) PS to Director (Finance), DSI IDC.
- 3) ✓ DSI IDC website.

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2/8/18

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)/2017/AR(PGMS)/13437-45

Dated: 03/08/18

Monthly Review Report of PGMS Grievances
for the month ended as on 31st of July, 2018

Despite several reminders, no substantial improvement was noticed in disposal of overdue and Not Satisfied PGMS grievances as per the statistics reflected on PGMS Dashboard:-

SL No	Department	No.of Grievances Registered	No.of Grievances Pending	NO.of Grievances Overdue	No.of Grievances Overdue > 6 months	Total No. of Not Satisfied Grievances
1	PWD (HQ)	5615	167	95	14	1958
2	PWD (East)	1903	146	108	27	784
3	PWD (North)	1737	127	31	02	719
4	PWD (South)	1435	115	86	06	741
5	MCD (East)	19733	291	100	01	8862
6	Transport	4172	127	79	03	1994
7	I&FC	2734	376	149	06	244
8	DUSIB	4219	134	32	01	438
9	DSIID C	3175	223	101	01	493
10	NDMC	2606	53	39	09	1294

Several steps have already been taken by this office to assist the Deptts. to reduce the pendency and to improve the disposal quality. A special drive i.e. hands on training-cum-disposal session is being conducted every Tuesday and Thursday for the poor performing AGROs of various Departments with prior intimation/Notice. But it is very regretful that some of the Departments are not responding to these efforts neither attend the training nor clear their pendency in time.

All the AGROs may be directed to reduce all overdue grievances as NIL. 'Not satisfied' grievances should be reviewed and reopened (where updation/correction in reply is needed) or put in appropriate category (Not Resolvable/ Interim Reply etc. as the case may be) so that negative feedback may be reduced.

Dis (F) 9/8/18

Dy CM

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9-8-18


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Circulars regarding PGMS guidelines available at PGMS Portal may be perused 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 statement and vague reply 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 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)'.

All GRO/AGROs once again are requested to look into the matter and take necessary action to resolve all pending PGMS grievances and to review the Not Satisfied Grievances.



Dy. Secy.(PGMS)

No.F.2(5)/2017/AR(PGMS) / 13437-45

Dated: 03/08/18

Copy for information and necessary action to :-

1. Secretary, Public Works Department, Delhi Secretariat, I.P. Estate, New Delhi.
2. Commissioner, MCD (East), Civic Centre, Delhi.
3. Commissioner, Transport, 5/9 Underhill Road, New Delhi.
4. Chief Engineer, I&FC, Shastri Nagar, LM bandh, New Delhi.
5. CEO, DUSIB, Punarvas Bhawan, I.P. Estate, New Delhi.
6. Managing Director, DSIIDC, N-36, Bombay Life Building, Connaught Circus.
7. Chairman, NDMC, Palika Kendra, New Delhi.
8. Advisor (PGMS) to Hon'ble Chief Minister, Delhi
9. Guard file.


Dy. Secy.(PGMS)