

DELHI STATE INDUSTRIAL AND INFRASTRUCTURE DEVELOPMENT CORP. LTD.
A-3/4, State Emporia Building, Connaught Circus, New Delhi – 110001
(PGMS Cell)

DSIIDC/PGMS/OSD/Misc/2015/


October 19, 2015

Subject : Quick and effective resolution of grievances received through PGMS

The Hon'ble Chief Minister's Office has issued directions for improvement in the existing system of handling grievances through PGMS (copy enclosed). Accordingly, the procedure for disposal of PGMS references is detailed below for perusal and compliance please:-

- (i) The base officer actually resolving the grievance in field (or otherwise) must speak with the complainant (s) over telephone apprising him (them) of the action taken by the Corporation / Department on his / her / their grievance (s). In case the complainant is not satisfied with the action taken, as informed over telephone, he / she may be called in his office by the base officer to apprise him / her of the stand of the Corporation along with reasons for the same.
- (ii) In case, the complainant is not satisfied with the stand / action taken by the base officer, he may be advised to take up the matter with the next senior officer in hierarchy i.e. ED / FA / GM with reasons for dissatisfaction.
- (iii) Draft reply be prepared clearly indicating whether the grievance has been resolved and applicant is satisfied or not. If not, brief reason may also be given.
- (iv) The above draft reply in hard copy should be submitted to G.M. for approval. In case of any dispute in reply, the approval of M.D may be obtained. Soft copy should also be uploaded in the prescribed space.
- (v) After approval of G.M, the soft copy should be accordingly modified and uploaded for Chief Minister Office.

All concerned may ensure strict compliance of directives of Hon'ble Chief Minister. Invariably, all the above exercise needs to be completed within the stipulated time i.e. due date for disposal of the grievance.


(S. C. Dubey)
O.S.D. (PGMS)

All Concerned Officers

Copy for information to :-

- 1) Sr. P.A to MD
- 2) PS to ED
- 3) Sr. PA to FA
- 4) PA to GM
- ✓ 5) D.M.(IT) for display on our website.

Quick and effective resolution of grievances received through PGMS

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During the Hon'ble Chief Minister's review of the resolution of grievances received through the Public Grievance Monitoring System, it has been noted that most of the complainants are not satisfied with the resolutions made/reported by the department and that in case of many departments the number of grievances past their target resolution date is huge. If citizens, as a final resort, are submitting their grievances to the Hon'ble Chief Minister's office it is not excusable that a satisfactory or even a timely resolution is not being offered.

The Hon'ble Chief Minister has issued the following directives to address these issues:

1. The officer actually resolving a grievance on field (or otherwise) must speak to the complainant and inform them the action taken or resolution made before disposing the grievance. It has been noticed that in some departments, the complainants are being contacted from the GRO's office after disposal by the AGROs - the complainants are to be contacted by the officers actually resolving a grievance. HODs are directed to ensure that this task is performed by the officers without fail.
2. If a complainant is not satisfied with the resolution of a grievance and nothing further/else could be done to address their request, the officers are to be directed to escalate all such issues to their seniors with a detailed explanation. The HODs are to take appropriate action on all such grievances escalated to them and in case they too are of the opinion that no additional action is possible, they are directed to group such grievances according to the nature of grievances and escalate them to the Minister concerned.
3. The HOD is advised to regularly personally monitor the quality of resolution of grievances and to ensure that their office is not limited to only forwarding of grievances to and fro. The resolutions finally forwarded by disposing the grievances to the Hon'ble CM's Office, for review and feedback from the complainants, would be considered as being made with the approval of the HOD.
4. Any and all resources are to be allotted to the officers involved in the grievance redressal process for a quick and effective resolution of all grievances - it has been noticed that in some of the departments only 1 or 2 resources are overburdened with the task of following up all the grievances being received by the department.