



दिल्ली सरकार
कार्यालय प्रमुख अभियंता, लो०नि०वि०,
12वां तल, बहु-मंजिला भवन, इंद्रप्रस्थ संपदा, नई दिल्ली: 110002
☎ 23317926, 23724561, 23317520, फ़ैक्स 23766924
Toll Free Complaint No. 1800 11 0093
वेबसाइट: <http://pwd.delhigovt.nic.in>
ई-मेल: pwdhqdelhi@gmail.com/dppwdhqdelhi@gmail.com

सं०: प्रमुख अभियंता / निदेशक(अनु.) / पीजीएमएस / 2017 / 4453

दिनांक: 19.09.2017

सेवा में

प्रधान मुख्य अभियंता(अनुरक्षण)
लो.नि.वि, दिल्ली सरकार,
12वाँ तल, एम.एस.ओ भवन,
आई.पी.एस्टेट, नई दिल्ली

मुख्य अभियंता (परियोजना)
लो.नि.वि, दिल्ली सरकार,
9वाँ तल, एम.एस.ओ भवन,
आई.पी.एस्टेट, नई दिल्ली

विषय: Meeting to review the redressal of Grievances received from Govt. of India through CPGRAMs scheduled on 22nd September, 2017 at 11:30 AM.

संदर्भ:—उपसचिव(प्रशासन), पीजीएमएस का पत्र संख्या एफ.8(1)/पीजीसी/सीपीजीआरएमएस/खंड-1/16753 दिनांक 14.09.2017 ।

Please find enclosed a letter received from Public Grievances Commission on the subject matter, vide which it is intimated that a review meeting has been scheduled on 22.09.2017 at 11:30 AM in the Conference Hall of Public Grievances Commission. The Chairman, Public Grievances Commission has desired that the pendency more than six months old grievances be brought down to zero at the earliest.

In this regard, it is requested to kindly instruct all the Chief Engineers and Project Managers to look into the matter in person and pendency of Public Grievances be brought down to zero at the earliest.

संलग्न:—उपरोक्तानुसार ।

प्रतिलिपि:—

1. सभी मुख्य अभियंता, लोनिवि, नई दिल्ली।
2. सभी मुख्य परियोजना प्रबंधक, लोनिवि, नई दिल्ली।

संजीव रस्तोगी)
निदेशक (कार्य एवं स्थापना)

9c

निदेशक (कार्य एवं स्थापना)

9c

PUBLIC GRIEVANCES COMMISSION

(Govt. of NCT of Delhi)

M-Block, IInd Floor, Vikash Bhawan I. P. Estate, New Delhi - 110110

Website: www.pgc.delhigovt.nic.in Tel No. 011- 23379900, 23379901, Fax No. 011-23379168 E-mail: pgcdelhi@nic.in

F.No. 8(1)/2017/PGC/CPGRAMS/Vol-I/ 16753

Dated: 14-9-17

To,
✓ The Secretary,
Department of Public Works,
B-Wing, 5th Level,
Delhi Secretariat, New Delhi.

प्रमुख अभियन्ता
आवृत्ति सं. 12094
दिनांक 18-09-17
मुख्य अभियन्ता (अ.न.स.)
निदेशक (अनुरक्षण)
का सहायता अधिकारी
सहायक (अ.न.स./अ.न.स.)
18/09/17

Sub: Meeting to review the redressal of Grievances received from Govt. of India through CPGRAMs scheduled on 22nd September, 2017 at 11:30 AM.

Sir,

This Commission receives the citizen's complaints/grievances forwarded by Prime Minister Office, Government of India and Ministry of Personnel, Public Grievances and Pensions, GOI online through CPGRAMS portal. The complaints so received are further forwarded to concerned Departments for their redressal and report.

As per the latest information available in the above said portal of the Central Government, **529** Complaints are yet to be addressed by you. The age-wise details of pending grievances may be seen at the said portal. However hard copy is enclosed overleaf.

In pursuance of the decision taken by the Govt. of India, Ministry of Personnel, Public Grievances Commission and pensions in one of the meetings with the Public Grievances Commission, Govt. of NCT of Delhi and others, the Chairman, PGC wishes to hold review meetings with various departments/organisations under the Govt. of Delhi. Such review meeting with your department has been scheduled on **22.09.2017 at 11:30 AM** in the Conference Hall of Public Grievances Commission.

PL obtain report of disposal of grievances - CPGRAM, DM portal de. Govt.
Chairman, PGC has desired that pendency of more than 6 months old grievances be brought down to 'zero' at the earliest. You are requested to attend the review meeting with the latest position of disposal of grievances. 10

AMCC
This issues with the prior approval of Competent Authority.

Yours faithfully

Encl: As above.

(S. K Ambasta)

Dy. Secretary (Admn.)

Copy to:

- 1) PS to Chairman, PGC, M-Block, Vikas Bhawan, Delhi
- 2) OS (Admn./CT), PGC, M-Block, Vikas Bhawan, Delhi.
- 3) Assistant Programmer, PGC, M-Block, Vikas Bhawan, Delhi
- 4) Caretaker, PGC to arrange for meeting.

PTV

Subordinate Wise Report

Name of Organisation	B/F as on 01/01/2017	Grievance(s) Received	Grievance(s) Disposed	Pendency as on 13/09/2017	Pendency as on 13/09/2017	Pendency Between 0 to 15 days	Pendency Between 16 to 30 days	Pendency Between 31 to 60 days	Pendency Between 61 to 90 days	Pendency Between 91 to 180 days	Pendency Between 181 to 365 days	Pendency More than 1 year
Department of Public Works Department	706	544	720	530	530	37	11	81	27	71	84	219
Total	706	544	720	530	530	37	11	81	27	71	84	219