



F.No. 04/PGMS Grievance/GRICT-Cell/DWCD/2020-21/14130-34, Dated:

Advisory

01 DEC 2023

Following a comprehensive review meeting chaired by Additional Chief Secretary (AR) on 16.11.2023, wherein discussions were held to address the substantial backlog of grievances on the PGMS portal. The meeting highlighted concerns raised by the Chief Secretary regarding the significant pendency and inadequate responses across various departments.

In response, ACS (AR) has mandated urgent and necessary steps to be taken by all officers to resolve the existing backlog without delay. The directive emphasized the imperative need for collaborative efforts by all GROs/AGROs and the implementation of Special Drives at all levels to expeditiously dispose of pending grievances within specified timelines.

In this regard, all concerned officers of the Department of Women and Child Development, GNCTD are hereby directed to conduct special drives in r/o disposal of grievances existing on PGMS Portal and to submit progress report to the Deputy Director (RTEG), DWCD (Hq) in hard and soft copy on griect.dwcd@gmail.com on weekly and fortnightly on priority basis.

It is also directed to all concerned to ensure regular monitoring to adopt a meticulous and vigilant approach for grievance disposal to ensure satisfactory response from the citizens.

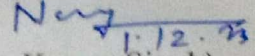
In this regard, a strict timelines with a particular emphasis on age-wise overdue pendency must be established and strictly adhered for quality disposal

- Pending for more than 1 month < 3 months - Immediate action required
- Pending for more than 3 months - Within 15 days
- Pending for more than 3 months < 6 months - Within 10 days
- Pending for more than 6 months and above - Within 5 days

It is also directed to all concerned, if face any technical issue on PGMS portal, then they may contact to the IT Branch, DWCD (Hq) immediately.

This advisory is being issued to improve citizen satisfaction levels and reinforcing the efficiency of our grievance redressal system.

This issues with the approval of Director, DWCD.

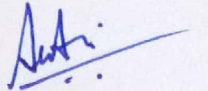

(Dr. Navlendra Kumar Singh)
Additional Director
DWCD, GNCTD.

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Copy for information:

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1. PA to Director, DWCD for information please.
2. PA to Additional Director, DWCD for Information please.
3. All District officers, DWCD, GNCTD for necessary action and compliance please.
4. All Superintendents/CDPOs through Concerned District officers for necessary action and compliance please.
5. Deputy Director (Coord./IT) to upload on department website please.



(S.M. Ali)
Deputy Director (RTEG)
DWCD, GNTCD.