

**Manual 1**  
**Particulars of organization, functions and duties**  
[Section 4(1)(b)(i)]

**1. Aims and objectives of the organization**

The Delhi Government established the Public Grievances Commission to provide a forum to redress problems the public encounter in dealing with the departments of the Govt. of NCT of Delhi. The Commission is an autonomous organisation. Its jurisdiction includes all Government Departments/Organisations/Public Undertakings and other institutions funded partially or fully by the Govt. of NCT of Delhi. This includes MCD, NDMC, Delhi Jal Board and Delhi Police.

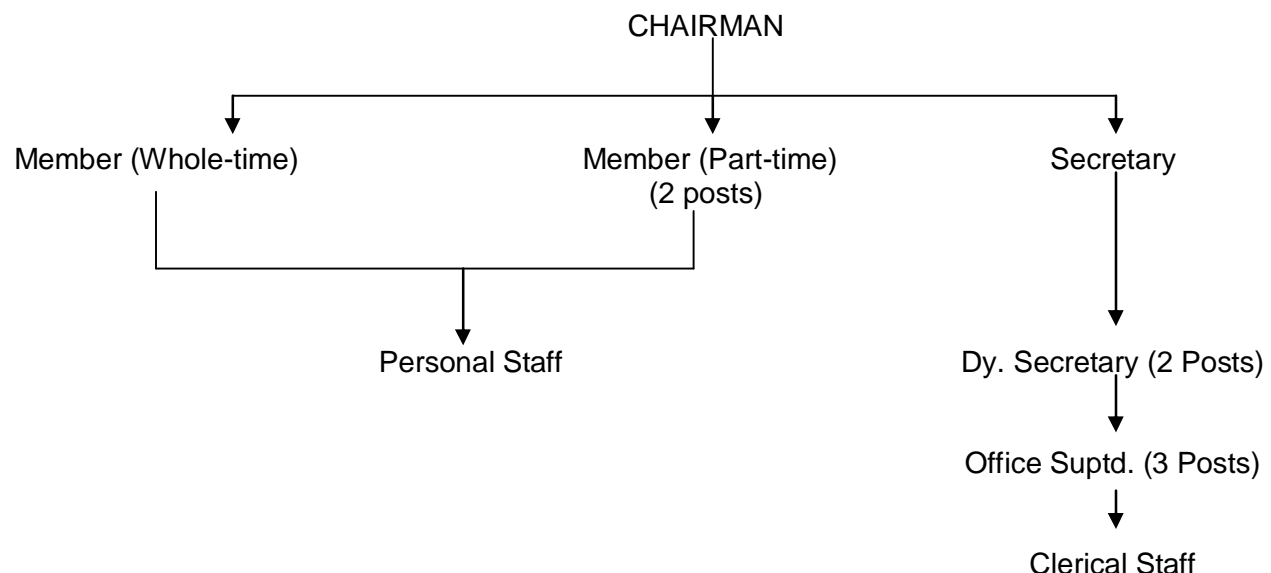
**2. Mission/Vision**

The Commission was set up with the mission to take action against acts of omission or commission on the part of public officials working in the organisations of the Delhi Government and to recommend action for the removal of the grievances.

**3. Brief history and background for its establishment**

The Commission was set up by a Resolution dated 25<sup>th</sup> September 1997 as a functionally independent body with a view to provide a comprehensive mechanism for effective redressal of grievances against the departments of Govt. of Delhi, Local Bodies, Autonomous Institutions/Undertakings and organizations owned or substantially financed by the Govt. of Delhi. Delhi Police was later brought under its jurisdiction vide Resolution dated 30.7.1998.

**4. Organization Charts**



## **5. Allocation of business**

The Public Grievances Commission is responsible for performing the following activities:-

- a) To redress the grievances of the public against the departments of Govt. of Delhi/Local Bodies and Delhi Police.
- b) Take *suo motu* action on issues of public importance coming to its knowledge through print media, electronic media or otherwise.
- c) Conduct research into systemic causes of complaints on a regular basis and provide such reports that can form the basis of bringing administrative reforms in areas needing improvement so that the administration becomes more transparent and responsive.
- d) To act as the Appellate Authority under the Delhi Right to Information Act, 2001.

## **6. Duties to be performed to achieve the mission**

Any aggrieved person may make a complaint in writing to the Secretary of the Commission giving specific details of the grievances. Wherever the Commission is satisfied that the grievance has not been attended to by the concerned department or organization in a fair, just and objective manner or a corrupt practice appears to be involved, it takes up such cases for detailed scrutiny. The comments of the concerned Department are called. After the comments are received by a given deadline, the Commission hears the complainant and the representative of the concerned department jointly, in order to redress the grievance or find a solution. The hearing also facilitates the examination of generic issues which come before the Commission affecting a larger cross-section of citizens. Lawyers are not allowed to represent the complainants.

Public Grievances Commission also acts as the Appellate Authority under the Delhi Right to Information Act, 2001. The appeals submitted by the public are heard by the Chairman (PGC) in the presence of the appellant and the representative from the concerned department and suitable orders are passed by the Appellate Authority.

## **7. Details of service rendered**

Since its inception, the Public Grievances Commission has received over 11974 complaints out of which over 11480 complaints have been disposed off till 31<sup>st</sup> March, 2007. As regards, the number of appeal filed under the Delhi Right to Information Act, 2001, over 2100 appeals have been filed out of which 2076 appeals have been decided by this Commission.

## **8. Citizens interaction**

This office has a system by which the grievances of the public are settled in a meeting in which the complainant is present alongwith the representative from the concerned department. The cases are not closed till the complainant is completely satisfied with the response from the concerned department. Therefore, the citizens interaction with this office is on fairly regular basis. The staff of this office has been suitably sensitised to deal with the citizens visiting this office courteously.

**9. Postal address of the main office and map**

The office of the Public Grievances Commission is located in Vikas Bhawan, (Behind Central Revenue Building), I. P. Estate, New Delhi and its postal address is:-

Public Grievances Commission,  
Govt. of NCT of Delhi,  
IInd Floor, M-Block,  
Vikas Bhawan, I. P. Estate,  
New Delhi – 110110

PGC has no sub-ordinate offices or field units in Delhi.

**10. Working hours both for office and public**

From 9.30 AM to 6.00 PM (Office)

From 9.30 AM to 5.00 PM (for public)

Lunch Break 1.30 PM to 2.00 PM

**11. Public interaction, if any**

Same as Serial No. 8 mentioned above.

**12. Grievances redress mechanism**

Same as Serial No. 6 mentioned above.

**Manual 2**  
**Powers and duties of officers and employees**  
[Section 4(1)(b)(ii)]

**Powers and duties of officers and staff**

S. No	Designation of Post	Powers				Duties attached
		Administrative	Financial	Statutory	Others	
1.	Chairman	Head of Deptt.	Full financial powers enjoyed by the Head of the Deptt.			Overall control and supervision of the Department as HOD.
2.	Member (Full-time)					Hear complaints related to the departments allotted to him viz. Delhi Police, Delhi Jal Board, Land & Building, PWD, DTC, etc.
3.	Member (Part-time) (two)					Hear complaints related to departments allotted to them viz. MCD, NDMC, Education, RCS, etc.
4.	Secretary/ First Appellate Authority	Head of Office	Enjoys the powers of Head of Office as per powers delegated under the rules	First Appellate Authority under RTI Act, 2005		The Secretary (PGC) is incharge of the administrative side of this office and also functions as the Head of Office under the powers delegated to him by the HOD.
5.	Dy. Secretary (Admn./Grievances/Vig./Care taking) Link Officer to SPIO					All matters related to complaints, administration, vigilance, caretaking are routed through the DS (Admn.)
6.	Dy. Secretary (Grievances/ DRI), SPIO			Notified as SPIO under RTI Act, 2005		All the matters relating to Delhi Right to Information Act, 2001, Right to Information Act, 2005 are routed through him.
7.	OS (Grievances) Link Officer to 8 & 9					He is incharge of the grievances section.
8.	OS (Admn./Care-taking/DDO)					He is incharge of the Admn./Caretaking Branch.
9.	OS (Grievances/ DRI), SAPIO Link officer to 7			Notified as SAPIO under RTI Act, 2005		He is incharge of the DRI Branch

**Manual 3**  
**Procedure followed in decision-making process**  
 [Section 4(1)(b)(iii)]

The procedure can be described both in narrative form and through Flow Process Chart. In narrative form the stages through which a proposal passes, the levels at which it gets examined and the final authority to which it has to go for approval may be explained.

**Flow Process Chart for disposal of applications under  
 Right to Information Act, 2005**

S. No.	Activity	Level of action	Time frame
1	To receive application and put a diary number	Counter Clerk	Same day
2	To mark application to concerned staff	SPIO/SAPIO	Next day
3	To prepare report as required in the application	Dealing Hand	7-10 days
4	Checking of report by the SAPIO	SAPIO	Next day
5	Finalisation of report	SPIO	2-3 days
6	Delivery of report to the applicant	Counter Clerk	Next day

**Flow Process Chart for disposal of grievances**

S. No.	Activity	Level of action	Time frame
1	To receive application and put a diary number	Counter Clerk	Same day
2	To mark application to concerned staff	Secretary/ Dy. Secretary	Next day
3	Examine the complaint & put up to Chairman/Members for approval of action on the complaint	Office Superintendent	1 day
4	Recommendation from the Chairman/Member regarding registration/ATR/ Direct disposal of the case	Chairman/ Member (PGC)	1 day
5	Endorsement of complaint to concerned department to provide comments/ATR/for direct disposal with a copy to the complainant	Office Superintendent/ Dy. Secretary	15 days
6	Issuance of Reminder, if any/putting up of comments/ATR for Chairman/Member (PGC)	Dealing Assistant/ Office Superintendent/ Dy. Secretary	20 days
7	Fixing of hearing (depends on number of cases pending for hearing)	Chairman/ Member (PGC)	Within 7 days of receipt of report from the concerned department
8	Issue of orders/final order, as the case	Chairman/ Member (PGC)	Within 3 days
9	Delivery of orders to the applicant	Counter Clerk	Next day

**Manual 4**  
**Norms set for the discharge of functions**  
[Section 4(1)(b)(iv)]

As per the instructions contained in the Manual of Office Procedure and other instructions issued by the Govt. of Delhi from time to time.

**Manual 5**  
**Rules, regulations, instructions, manuals and records for discharging functions**  
[Section 4(1)(b)(v)]

**List of regulations, instructions, manuals and records**

<b>S. No.</b>	<b>Name of the act, rules, regulations etc.</b>	<b>Brief gist of the contents</b>	<b>Reference No. if any</b>	<b>Price in case of priced publications</b>
1.	The Right to Information Act, 2005	How to seek and give information	Govt. of India Act No. 22 of 2005	-
2.	The Delhi RTI Act & Rules, 2001	How to seek and give information	Delhi Act No. 7 of 2001	-
3.	Resolution vide which PGC was set up	Powers and functions of PGC	Resolution No.F.4/14/AR dated 25.9.1997	-

**Manual 6**

**A statement of the categories of documents that are held by it for under its control**  
[Section 4(1)(b)(vi)]

**A statement of the categories of documents held**

S. No	Nature of Record	Details of information available	Unit/section where available	Retention period, where available
1.	Files relating to cases under DRI Act	All appeals filed under DRI Act	DRI Branch	2 years after closure of the case
2.	Files relating to complaints against various Deptts. of NCT of Delhi	Complaints filed by the public against deptt. of Govt. of Delhi.	Complaint Branch	-do-

**Retention schedule for substantive record of Public Grievances Commission**

S. No	Name of the Branch	Description of record	Retention period	Remarks
1.	Administration /Vigilance/ Caretaking/ Accounts/ R&I & Library Branch	Files/records relating to Service matters/ Accounts/Caretaking/ Receipt and Diary etc.	These branches will follow Retention Schedule as prescribed by the Ministry of Personnel, Public Grievances and Pension, Govt. of India/AR Department, Govt. of NCT of Delhi	-
2.	DRI Branch	Files/records relating to Delhi Right to Information Act, 2001	03 years	In those cases where Commission has recommended action, the files/records will be considered for close after the action on the recommendation of the Commission. Such files may also be retained for three years and will be reviewed thereafter.
3.	Complaint Branch	(i) Files/records relating to Complaints/grievances under Direct Disposal category	01 year	-
		(ii) Files/records relating to Complaints/Grievances registered in Commission	03 years	-
4.	RTI Branch	Files/records relating to Right to Information Act, 2005		
		(i) Files/records relating to Files relating to PIO	02 Years	This will, however, be subject to filing of any appeal before the First Appellate Authority
		(ii) Files relating to Secretary (PGC)/First Appellate Authority	02 Years	This will, however, be subject to filing of any appeal with Central Information Commission, the Second Appellate Authority.

**Manual 7**

**Particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy of implementation**  
[Section 4(1)(b)(vii)]

**Details of consultative committees and other bodies with which consultations are held**

<b>S. No.</b>	<b>Name and address of the Consultative Committees/bodies</b>	<b>Constitution of the Committee/body</b>	<b>Role and responsibility</b>	<b>Frequency of meetings</b>
		NIL		

**Manual 8**  
**A statement of boards, council, committees and other bodies constituted**  
 [Section 4(1)(b)(viii)]

**List of boards, councils, committees etc.**

<b>S. No.</b>	<b>Name and address of the body</b>	<b>Main functions of the body</b>	<b>Constitution of the body</b>	<b>Date of constitution</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
		<b>NIL</b>		

<b>Date up to which valid</b>	<b>Whether meetings open to public</b>	<b>Whether minutes accessible to public</b>	<b>Frequency of meetings</b>	<b>Remarks</b>
<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	
		<b>NIL</b>		

Please attach copies of detailed notification/orders for their constitutions.

**Manual 9**  
**Directory of officers and employees**  
[Section 4(1)(b)(ix)]

**DIRECTORY**

<b>S. No.</b>	<b>Name and designation</b>	<b>Office telephone No</b>	<b>E-mail address</b>
1.	Smt. Meenakshi Datta Ghosh, Chairperson	23379911	pgcdelhi@nic.in
2.	Sh. S. K. Kain, Member (Full-time)	23379922	
3.	Member (Part-time)	23378902	
4.	Smt. Nisha Samuel, Member (Part-time)	23378902	
5.	Sh. Sanjay Pratap Singh, Secretary	23379533	
6.	Sh. D.K. Mudgal, Dy. Secretary	23379900	
7.	Sh. Vijay Kumari Sharma, Sr. PA	23379922	
8.	Sh. A. K. Talwar, Sr. PA	23379911	
9.	Sh. Xavier Antony C. JAO	23379922	
10.	Sh. Ram Krishan (appointed on contractual basis)	23379900	
11.	Sh. Saroj Bala Menon, Steno Gr.-II	23379911	
12.	Sh. G. K. Aggarwal, Steno Gr.-II	23379922	
13.	Sh. Bhagwan Chandwani, Steno Gr.-II	23379533	
14.	Sh. Debatosh Mondal, Steno Gr.-III	23378902	
15.	Sh. George P. Peter, UDC	23379900	
16.	Sh. J. P. Gaur, UDC	-do-	
17.	Sh. Brijesh Verma, UDC	-do-	
18.	Sh. Sanjeev Pandey, UDC	-do-	
19.	Sh. Suresh Kumar, UDC	-do-	
20.	Sh. Arup Ghosh, LDC	-do-	
21.	Sh. Jagdish Prasad, LDC	-do-	
22.	Sh. Roopesh Babbar, Assistant Programmer	-do-	
23.	Sh. Prabjeet Singh, Driver	-do-	
24.	Sh. Ranvir Singh, Driver	-do-	
25.	Sh. Sushil Gupta, Peon	-do-	
26.	Sh. Naresh Kumar, Peon	23379922	
27.	Sh. Babu Lal, Temporary Status Peon	23379900	
28.	Sh. Ram Phool, Temporary Status Peon	23379911	
29.	Sh. Satish, Temporary Status Peon	23379922	
30.	Sh. Jasbir, Temporary Status Peon	23379900	
31.	Sh. Arun Saxena, Temporary Status Peon	23379911	
<b>STAFF WORKING IN DIVERTED CAPACITY</b>			
32.	Sh. B. M. Sharma, Dy. Secretary (from Trade & Taxes)	23379900	
33.	Sh. M. K. Gupta, Office Supdt. (from Education Deptt.)	-do-	
34.	Sh. J. S. Sehwat, Office Supdt. (from Trade & Taxes)	-do-	
35.	Sh. Ravindra Singh, Office Supdt. (from Trade & Taxes)	-do-	
36.	Sh. Ramesh Kumar, Steno Gr.-III (from MAMC)	23379533	
37.	Sh. Navin Kumar Kalyan, Steno Gr.-III (from GTB Hospital)	23379900	
38.	Sh. Sanir Kumar, Steno Gr.-III (from Education Deptt.)	23379533	
39.	Sh. Mitesh Kumar, Steno Gr.-III (from DHS)	23379911	
40.	Sh. Prem Kapoor, UDC (from Education Deptt.)	23379900	
41.	Sh. O. P. Tiwari, UDC (from Education Deptt.)	-do-	
42.	Sh. Rakesh Gupta, UDC (from Education Deptt.)	-do-	
43.	Sh. Dhiraj Kumar, LDC (from Education Deptt.)	-do-	
44.	Sh. Ram Niwas, Driver (from GAD)	23379911	
45.	Sh. Kamal Singh, Driver (from Flood & Irrigation)	23379900	
46.	Sh. Kamlesh Kumar, Peon (from Flood & Irrigation)	-do-	
47.	Sh. Sunder, Safai Karamchari (from GB Pant Hospital)	23379911	

**Manual 10****The monthly remuneration received by each of the officers and employees, including the system of compensation as provided in the regulations**

[Section 4(1)(b)(x)]

<b>S. No.</b>	<b>Name and designation</b>	<b>Pay Scale</b>	<b>Basic Pay</b>
1.	Smt. Meenakshi Datta Ghosh, Chairperson	Rs. 26000 (Fixed)	Rs. 26000
2.	Sh. S. K. Kain, Member (Full-time)	-do-	Rs. 25350
3.	Member (Part-time)	Rs. 13000 (Fixed)	Rs. 13000
4.	Smt. Nisha Samuel, Member (Part-time)	-do-	-do-
5.	Sh. D. K. Mudgal, Dy. Secretary	Rs. 8000 – Rs.13500	Rs. 9925
6.	Sh. Xavier Antony C., JAO	Rs. 6500 – Rs. 10500	Rs. 8300
7.	Sh. Vijay Kumari Sharma, Sr. PA	Rs. 8000 – Rs.13500	Rs. 8275
8.	Sh. A. K. Talwar, Sr. PA	-do-	Rs. 8825
9.	Sh. Saroj Bala Menon, Steno Gr.-II	Rs. 6500 – Rs. 10500	Rs. 7100
10.	Sh. G. K. Aggarwal, Steno Gr.-II	Rs. 6500 – Rs.10500	Rs. 6550
11.	Sh. Bhagwan Chandwani, Steno Gr.-II	Rs. 5500 – Rs. 9000	Rs. 6375
12.	Sh. Vijay Sood, Steno Gr.-III (working in CS Office in diverted capacity)	-do-	Rs. 5500
13.	Sh. Debatosh Mondal, Steno Gr.-III	Rs. 4000 – Rs. 6000	Rs. 5000
14.	Sh. George P. Peter, UDC	Rs. 5500 – Rs. 9000	Rs. 5675
15.	Sh. J. P. Gaur, UDC	Rs. 4000 – Rs. 6000	Rs. 4500
16.	Sh. Brijesh Verma, UDC	-do-	Rs. 5000
17.	Sh. Sanjeev Pandey, UDC	-do-	Rs. 4300
18.	Sh. Suresh Kumar, UDC	-do-	Rs. 4600
19.	Sh. Arup Ghosh, LDC	Rs. 3050 – Rs. 4590	Rs. 3875
20.	Sh. Jagdish Prasad, LDC	-do-	Rs. 3500
21.	Sh. Prabjeet Singh, Driver	-do-	Rs. 4390
22.	Sh. Ranvir Singh, Driver	-do-	Rs. 4220
23.	Sh. Sushil Gupta, Peon	Rs. 2550 – Rs. 3200	Rs. 3260
24.	Sh. Naresh Kumar, Peon	-do-	Rs. 3360
25.	Sh. Arun Saxena, Temporary Status Peon	-do-	Rs. 2900
26.	Sh. Ram Phool, Temporary Status Peon	-do-	Rs. 2605
27.	Sh. Babu Lal, Temporary Status Peon	-do-	Rs. 2605
28.	Sh. Jasbir, Temporary Status Peon	-do-	Rs. 2605
29.	Sh. Satish, Temporary Status Peon	-do-	Rs. 2605

**Manual 11**  
**The budget allocated to each agency**  
 [Section 4(1)(b)(xi)]

**Non-plan budget**

Major Head	Activities to be performed	Sanctioned budget	Budget estimate	Revised estimate	Expenditure for the last year
-NIL-					

**Plan budget**

Name of the plan scheme	Activities to be under taken	Date of commencement	Expected date for completion	Amount sanctioned (Rs.)	Amount disbursed/ spent (Rs.)
MH-2070	Payment of salaries, purchase of stationary, POL Bills, Telephone charges, maintenance of vehicles, etc.	01/04/2008 to 31/03/2009	31/03/2009	130.00 Lakhs	Rs. 30,06,749/- upto 30/06/2008

**Manual 12**  
**The manner of execution of subsidy program**  
[Section 4(1)(b)(xii)]

**List of institutions given subsidy**

<b>S. No.</b>	<b>Name and address of the institution</b>	<b>Purpose for which subsidy provided</b>	<b>No of beneficiaries</b>	<b>Amount of subsidy</b>	<b>Previous years utilization progress</b>	<b>Previous years achievements</b>
			<b>NIL</b>			

**List of individuals given subsidy**

<b>S. No.</b>	<b>Name and address of the beneficiary</b>	<b>Purpose for which subsidy provided</b>	<b>Amount of subsidy</b>	<b>Scheme and Criterion for selection</b>	<b>No of time subsidy given in past with purpose</b>
			<b>NIL</b>		

**Manual 13**  
**Particulars of recipients of concessions, permits or authorizations granted**  
[Section 4(1)(b)(xiii)]

**List of beneficiaries**

<b>S. No.</b>	<b>Name and address of the beneficiary</b>	<b>Nature of concession/ permit/authorisation provided</b>	<b>Purpose for which granted</b>	<b>Scheme and criterion for selection</b>	<b>No of times similar concession given in past with purpose</b>
			<b>NIL</b>		

Note: Creation of database and its hosting on website should be done on priority basis for activities like issue of permits, issue of authorizations, grant of concessions, licenses etc.

**Manual 14**  
**Information available in an electronic form**  
[Section 4(1)(b)(xiv)]

**Details of information**

<b>S. No.</b>	<b>Activities for which electronic data available</b>	<b>Nature of information available</b>	<b>Can it be shared with public</b>	<b>Is it available on website or is being used as back end data base</b>
1.	Filing of appeals under DRI Act	Role and function of PGC, its constitution, powers of PGC, Disposal of complaints, role of PGC under DRI Act, etc.	Yes	Available on website at the address- <a href="http://www.pgc.delhigovt.nic.in">www.pgc.delhigovt.nic.in</a>
2.	Filing of complaints by the public against various deptt. Of Govt. of Delhi			

**Manual 15**  
**Particulars of facilities available to citizens for obtaining information**  
[Section 4(1)(b)(xv)]

**Facilities available for obtaining information**

<b>S. No.</b>	<b>Facility available</b>	<b>Nature of Information available</b>	<b>Working hours</b>
1	Information Counter	(1) Information booklet about PGC. (2) General nature of working of PGC, its powers and functions	10.00 AM to 5.00 PM
2	Website	(3) How to file a complaint against any department of Govt. of Delhi. (4) Form 'E' for filing of Appeal under DRI Act, 2001.	

**Manual 16**  
**Name designation and other particulars of Public Information Officers**  
 [Section 4(1)(b)(xvi)]

**List of Public Information Officers**

<b>S. No.</b>	<b>Designation of the officer designated as PIO</b>	<b>Postal address</b>	<b>Telephone No.</b>	<b>E-mail address</b>	<b>Demarcation of Area/ activities, if more than one PIO is there</b>
1.	Dy. Secretary (Grievances/DRI)	Public Grievances Commission, 2 <sup>nd</sup> Floor, M-Block, Vikas Bhawan, New Delhi	23379900	<a href="mailto:pgcdelhi@nic.in">pgcdelhi@nic.in</a>	

**List of Assistant Public Information Officers**

<b>S. No.</b>	<b>Designation of the officer designated as Assistant PIO</b>	<b>Postal address</b>	<b>Telephone No.</b>	<b>E-mail address</b>
1.	Superintendent (DRI)	Public Grievances Commission, 2 <sup>nd</sup> Floor, M-Block, Vikas Bhawan, New Delhi	23379900	

**First Appellate Authority within the department**

<b>S. No.</b>	<b>Designation of the officer designated as first appellate authority</b>	<b>Postal address</b>	<b>Telephone No.</b>	<b>E-mail address</b>	<b>Demarcation of Area/ Activities, if more than one appellate authority is there</b>
1.	Secretary	Public Grievances Commission, 2 <sup>nd</sup> Floor, M-Block, Vikas Bhawan, New Delhi	23379533	<a href="mailto:pgcdelhi@nic.in">pgcdelhi@nic.in</a>	

**Manual 17**  
**Other information as may be prescribed**  
[Section 4(1)(b)(xvii)]

**-NIL-**