

# PUBLIC GRIEVANCES COMMISSION



## CITIZEN CHARTER

### GOVT. OF NCT OF DELHI

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## **Introduction**

The Public Grievances Commission, set up by the Government of Delhi in November, 1997, functions as an independent body, is responsible for speedy redressal of grievances of the public against the Departments of Govt. of National Capital Territory of Delhi including local bodies & autonomous organizations funded fully or partially by the Government of NCT of Delhi.

The Government of Delhi, with approval of the Government of India, designated Public Grievances Commission to act as a functionally independent body responsible for speedy redressal of complaints of the public against acts of omission and commission on the part of public officials working under the Govt. of NCT of Delhi and to recommend such action as considered necessary for removal of such grievances.

In addition, the Commission has been notified as the Appellate Authority, under Section 7 of the Delhi Right to Information Act, 2001.

## **Vision**

Prompt redressal of genuine public grievances arising out of action or inaction by public authorities under the Government of National Capital Territory of Delhi and also to empower the citizens.

## **Mission**

To redress the problems which a citizen confronts, day in and day out, while dealing with Govt. departments and officials providing public services.

To continue as effective forum to redress all genuine public grievances through the public authorities under the Govt. of NCT, Delhi

## **Constitution of Commission**

The Commission is headed by a Chairman (who prior to his appointment in the Commission, was holding a post in the rank of Secretary to the Govt. of India), a Whole-time Member (Police Officer in the rank of Director General

of Police or equivalent) and two Part-time Members, who are persons of public eminence having special knowledge & practical experience in the field of education, science, law, literature, social service or human rights. Of these two part-time members, at least one shall be a lady.

### **Objective**

The Commission provides a platform for face to face complaint resolution without the help of a legal practitioner, which include :

- Speedy redressal of complaints of the public against acts of omission or commission including inaction or harassment or corrupt practices or abuse of power and authority by the public officials.
- Recommend to the Govt. such action as considered necessary for removal of such grievances of the public by officials of the Government of Delhi.
- To advise the Government on the systemic changes which are needed to bring in greater efficiency and transparency.

### **Functions**

Broadly, the Commission is responsible for performing the following functions:-

- To redress the grievances of the public against departments of Govt. of NCT of Delhi and its local bodies.
- To take *suo-moto* action on issues of public importance.
- To conduct research into systemic problems and suggest ways to improve the delivery of service in a responsive manner.
- To act as the Appellate Authority under the Delhi Right to Information Act, 2001.

### **Complaints redressal mechanism**

Citizens can register complaints *online* or at Reception/Helpdesk of the Commission.

In case the complaint referred to the Department HoD/Principal Secretaries (Annex-I) is not redressed in time or to the satisfaction of the aggrieved complainant, the complaint shall be referred to the concerned Deputy Secretaries for taking up as regular hearing (Annexure-II) on merits.

### **Who can file complaints**

Any person having a grievance against officials working in the Departments and Organisations of GNCT of Delhi can approach the Commission for redressal. The complaint may be sent to the Secretary, Public Grievances Commission at M-Block, Vikas Bhawan, I.P. Estate, New Delhi, either personally or by post.

The Commission has set up a Reception & Helpdesk counter at the ground floor of the building. The Commission also entertains the complaints received electronically through the email at [pgcdelhi@nic.in](mailto:pgcdelhi@nic.in). Complaints can also be filed *online* on the Commission's website by visiting at [www.pgc.delhigovt.nic.in](http://www.pgc.delhigovt.nic.in)

### **Disposal of complaints**

The Commission may at its discretion, call for an Action Taken Report (ATR) from the concerned Department against whom the complaint has been made. The PGC would then schedule a hearing to the complaint in person and ascertain the exact nature and extent of his grievance.

The Commission, if it is satisfied that the circumstances of the case so warrant, summons both the parties i.e. the complainant and the Department to get the issue resolved in its presence. **However, the help of an advocate or a legal practitioner is not permitted during the hearing.**

### **Powers for taking suo-moto cognizance**

Powers have been vested with the Commission to take *suo-moto* cognizance of matters related to public concern, coming to its notice,

through newspapers, magazines and other media channels. For this purpose, it may summon officers/officials of the concerned Department along with relevant documents to appear before the Commission and explain their case.

### **Grievances entertained by the Commission**

- Omission or Commission on the part of public officials
- Inaction
- Harassment
- Corrupt practices and,
- Abuse of power and authority by officials

### **Grievances not taken up by the Commission**

- Where complaint is anonymous and contains vague or superfluous allegations
- Matter is *sub-judice* in any Court of Law.
- Complainant has not exhausted the available channels within the concerned department.
- Complaints of serving Government officials against their department
- Complaints pertaining to service matters (other than terminal/retiral benefits of retired employees of Govt. of NCT of Delhi)

### **Expectations from complainants**

- Submission of complete precise and factual grievance
- Furnish address and identification-preferably by giving present postal address with PIN, telephone no., E-mail id for follow up action
- Avoid anonymous or vague grievances and complaints

### **Grievance redressal process timelines**

- Acknowledge within 5 working days.
- Hearing within 3 weeks in grievances where department channels have been fully exhausted.

- Redressal of grievances taken up for hearing in the Commission within 3-6 months from date of 1<sup>st</sup> hearing or presentation of case before the Commission.

### **Delhi Right to Information Act, 2001**

This Act was passed in 2001 to facilitate residents of Delhi seeking information from Govt. Departments. The Public Grievances Commission acts as an Appellate Authority. Under this Act, Commission hears appeals filed by the applicants in the event of either non-submission of reply within stipulated time or in case where reply received by them from the Government Departments is incorrect/vague or incomplete. After hearing, speaking orders are passed which are sent to the Competent Authority of the concerned Departments for taking appropriate action.

If, during the course of any hearing, systemic problems come to notice which call for some modification in procedures being followed by the Department, the Public Grievances Commission advises the Government on the systemic changes which are needed to bring in higher accountability, transparency and efficiency. Appeals can be filed with the Commission *online* as well as visiting Commission's website at [www.delhi.gov.in](http://www.delhi.gov.in) , [www.pgc.delhigovt.nic.in](http://www.pgc.delhigovt.nic.in)

#### **Contact numbers of the Commission :**

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