

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

1. Aims and objectives of the organization

The Public Grievances Commission, set up by the Government of Delhi by resolution dated 25th September, 1997, functions as an independent body and 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. This includes MCD, NDMC, Delhi Jal Board.

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.

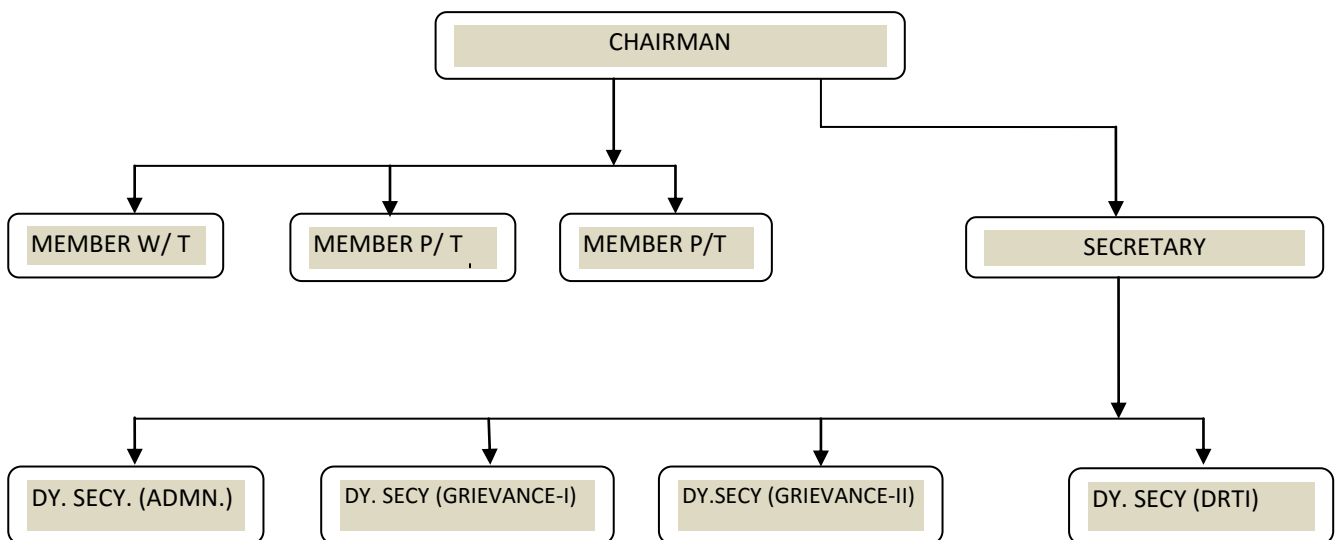
2. Mission/Vision

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. 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 redressal of the grievances.

3. Brief history and background for its establishment

The Commission was set up by a Resolution dated 25th 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. Recently, Delhi Police was excluded from the purview of PGC, in compliance of the directions of Hon'ble Supreme Court whereby a separate entity namely Police Complaint Authority was created vide Resolution no. F. No. 28/1/2017/HP-I/Estt./Part file-635-641 dated 29.01.2018 to deal with the complaints/grievances exclusively pertaining to Delhi Police.

4. Organization Chart



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.
- 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 103746 complaints out of which over 94101 complaints have been disposed off till 31st March, 2019. As regards, the number of appeal filed under the Delhi Right to Information Act, 2001, over 7485 appeals have been filed out of which 7215 appeals have been decided by this Commission.

8. Citizens interaction

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.

This office has a system by which the grievances of the public are settled in a meeting/hearing in which the complainant is present along with 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.