

Self appraisal report for Year (2021-22)

Auditor Agency: Directorate of Training UTCS

Ministry Name: UT of Delhi

Department Name:

Public Authority Name: Public Grievance Commission

| Sr. No | Details of disclosure | Category | Marks | Obtained Mark | Remarks | Auditor Category | Auditor Marks | Auditor Remarks/URL |
|------------|---|-----------|-------|---------------|---|------------------|---------------|---------------------|
| 1 | Organisation and Function | | | | | | | |
| 1.1 | Particulars of its organisation, functions and duties [Section 4(1)(b)(i)] | | | | | | | |
| 1.1.1 | Name and address of the Organization | Fully Met | 1.28 | 1.28 | http://pgc.delhi.gov.in/contact-us | Fully Met | 1.28 | ok |
| 1.1.2 | Head of the organization | Fully Met | 1.28 | 1.28 | http://pgc.delhi.gov.in/about-us | Fully Met | 1.28 | ok |
| 1.1.3 | Vision, Mission and Key objectives | Fully Met | 1.28 | 1.28 | http://pgc.delhi.gov.in/mission-vision http://pgc.delhi.gov.in/objectives | Fully Met | 1.28 | ok |
| 1.1.4 | Function and duties | Fully Met | 1.28 | 1.28 | http://pgc.delhi.gov.in/sites/default/files/manual-1.pdf | Fully Met | 1.28 | ok |
| 1.1.5 | Organization Chart | Fully Met | 1.28 | 1.28 | http://pgc.delhi.gov.in/organization-chart | Fully Met | 1.28 | ok |
| 1.1.6 | Any other details-the genesis, inception, formation of the department and the HoDs from | Fully Met | 1.28 | 1.28 | http://pgc.delhi.gov.in/about- | Fully Met | 1.28 | ok |

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| | time to time as well as the committees/ Commissions constituted from time to time have been dealt | | | | us | | | |
| 1.2 | Power and duties of its officers and employees[Section 4(1) (b)(ii)] | | | | | | | |
| 1.2.1 | Powers and duties of officers (administrative, financial and judicial) | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-2.pdf | Fully Met | 1.54 | ok |
| 1.2.2 | Power and duties of other employees | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-2.pdf | Fully Met | 1.54 | ok |
| 1.2.3 | Rules/ orders under which powers and duty are derived and | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-5.pdf | Fully Met | 1.54 | ok |
| 1.2.4 | Exercised | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-5.pdf | Fully Met | 1.54 | ok |
| 1.2.5 | Work allocation | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-2.pdf | Fully Met | 1.54 | ok |
| 1.3 | Procedure followed in decision making process [Section 4(1)(b)(iii)] | | | | | | | |
| 1.3.1 | Process of decision making Identify key decision making points | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-3.pdf | Fully Met | 1.54 | ok |
| 1.3.2 | Final decision making authority | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/whos-who | Not Met | 0 | Information not match |

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|------------|--|-----------|-------|---------------|---|------------------|---------------|---------------------|
| 1.3.3 | Related provisions, acts, rules etc. | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-5.pdf | Fully Met | 1.54 | ok |
| 1.3.4 | Time limit for taking a decisions, if any | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-3.pdf | Fully Met | 1.54 | ok |
| 1.3.5 | Channel of supervision and accountability | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-3.pdf | Fully Met | 1.54 | ok |
| 1.4 | Norms for discharge of functions[Section 4(1)(b)(iv)] | | | | | | | |
| 1.4.1 | Nature of functions/ services offered | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-1.pdf | Fully Met | 1.54 | ok |
| 1.4.2 | Norms/ standards for functions/ service delivery | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/manual-5.pdf | Fully Met | 1.54 | ok |
| 1.4.3 | Process by which these services can be accessed | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/New_Citizen_Charter.pdf | Fully Met | 1.54 | ok |
| 1.4.4 | Time-limit for achieving the targets | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/New_Citizen_Charter.pdf | Fully Met | 1.54 | ok |
| 1.4.5 | Process of redress of grievances | Fully Met | 1.54 | 1.54 | http://pgc.delhi.gov.in/sites/default/files/New_Citizen_Charter.pdf | Fully Met | 1.54 | ok |

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| | | | | | i.gov.in/sites/default/files/New_Citizen_Charter.pdf | | | |
| 1.5 | Rules, regulations, instructions manual and records for discharging functions[Section 4(1)(b)(v)] | | | | | | | |
| 1.5.1 | Title and nature of the record/ manual /instruction. | Fully Met | 1.92 | 1.92 | http://pgc.delhi.gov.in/sites/default/files/manual-6.pdf | Fully Met | 1.92 | ok |
| 1.5.2 | List of Rules, regulations, instructions manuals and records. | Fully Met | 1.92 | 1.92 | http://pgc.delhi.gov.in/sites/default/files/manual-5.pdf | Fully Met | 1.92 | ok |
| 1.5.3 | Acts/ Rules manuals etc. | Fully Met | 1.92 | 1.92 | http://pgc.delhi.gov.in/sites/default/files/manual-6.pdf | Fully Met | 1.92 | ok |
| 1.5.4 | Transfer policy and transfer orders | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 1.6 | Categories of documents held by the authority under its control[Section 4(1)(b) (vi)] | | | | | | | |
| 1.6.1 | Categories of documents | Fully Met | 3.85 | 3.85 | http://pgc.delhi.gov.in/sites/default/files/manual-6.pdf | Fully Met | 3.85 | ok |
| 1.6.2 | Custodian of documents/categories | Fully Met | 3.85 | 3.85 | http://pgc.delhi.gov.in/sites/default/files/manual-2.pdf | Fully Met | 3.85 | ok |
| 1.7 | Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)] | | | | | | | |
| 1.7.1 | Name of Boards, Council, Committee etc. | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 0.96 | ok |

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|------------|---|-----------|-------|---------------|---|------------------|---------------|---------------------|
| 1.7.2 | Composition | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 0.96 | ok |
| 1.7.3 | Dates from which constituted | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/order%20HC-merged.pdf | Fully Met | 0.96 | ok |
| 1.7.4 | Term/ Tenure | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/order%20HC-merged.pdf | Fully Met | 0.96 | ok |
| 1.7.5 | Powers and functions | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 0.96 | ok |
| 1.7.6 | Whether their meetings are open to the public? | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 0.96 | ok |
| 1.7.7 | Whether the minutes of the meetings are open to the public? | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 0.96 | ok |
| 1.7.8 | Place where the minutes if open to the public are available? | Fully Met | 0.96 | 0.96 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 0.96 | ok |
| 1.8 | Directory of officers and employees[Section 4(1) (b) (ix)] | | | | | | | |
| 1.8.1 | Name and designation | Fully Met | 3.85 | 3.85 | http://pgc.delhi.gov.in/sites/default/files/manual-8.pdf | Fully Met | 3.85 | ok |

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| | | | | | i.gov.in/whos-who | | | |
| 1.8.2 | Telephone , fax and email ID | Fully Met | 3.85 | 3.85 | http://pgc.delh i.gov.in/whos-who | Fully Met | 3.85 | ok |
| 1.9 | Monthly Remuneration received by officers & employees including system of compensation[Section 4(1) (b) (x)] | | | | | | | |
| 1.9.1 | List of employees with Gross monthly remuneration | Fully Met | 3.85 | 3.85 | http://pgc.delh i.gov.in/sites/default/files/manual-10.pdf | Fully Met | 3.85 | ok |
| 1.9.2 | System of compensation as provided in its regulations | Not Applicable | 0 | 0 | empty | Fully Met | 3.85 | ok |
| 1.10 | Name, designation and other particulars of public information officers[Section 4(1) (b) (xvi)] | | | | | | | |
| 1.10.1 | Name and designation of the public information officer (PIO), Assistant Public Information officer (APIO) & Appellate Authority | Fully Met | 3.85 | 3.85 | http://pgc.delh i.gov.in/sites/default/files/manual-16.pdf | Partially Met | 1.93 | Incomplete Information |
| 1.10.2 | Address, telephone numbers and email ID of each designated official. | Fully Met | 3.85 | 3.85 | http://pgc.delh i.gov.in/whos-who | Partially Met | 1.93 | Incomplete Information |
| 1.11 | No. Of employees against whom Disciplinary action has been proposed/ taken(Section 4(2)) | | | | | | | |
| 1.11.1 | No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings | Fully Met | 3.85 | 3.85 | http://pgc.delh i.gov.in/sites/default/files/11111.pdf | Fully Met | 3.85 | ok |
| 1.11.2 | (ii) Finalised for Minor penalty or major penalty proceedings | Fully Met | 3.85 | 3.85 | http://pgc.delh i.gov.in/sites/default/files/11111.pdf | Fully Met | 3.85 | ok |
| 1.12 | Programmes to advance understanding of RTI(Section 26) | | | | | | | |
| 1.12.1 | Educational programmes | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 1.12.2 | Efforts to encourage public authority to participate | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |

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| | in these programmes | | | | | | | |
| 1.12.3 | Training of CPIO/APIO | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 1.12.4 | Update & publish guidelines on RTI by the Public Authorities concerned | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 1.13 | Transfer policy and transfer orders[F No. 1/6/2011- IR dt. 15.4.2013] | | | | | | | |
| 1.13.1 | Transfer Policy And Transfer Orders[F No. 1/6/2011- IR Dt. 15.4.2013] | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| Total | | | 79 | 79 | | 83 | 77 | |
| 2 | Budget and Programme | | | | | | | |
| 2.1 | Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc.[Section 4(1)(b)(xi)] | | | | | | | |
| 2.1.1 | Total Budget for the public authority | Fully Met | 10 | 10.00 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 10.00 | ok |
| 2.1.2 | Budget for each agency and plan & programmes | Fully Met | 10 | 10.00 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 10.00 | ok |
| 2.1.3 | Proposed expenditures | Fully Met | 10 | 10.00 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 10.00 | ok |
| 2.1.4 | Revised budget for each agency, if any | Fully Met | 10 | 10.00 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 10.00 | ok |
| 2.1.5 | Report on disbursements made and place where | Fully Met | 10 | 10.00 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 10.00 | ok |

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| | the related reports are available | | | | i.gov.in/sites/default/files/Manual%2011.pdf | | | |
| 2.2 | Foreign and domestic tours(F.No. 1/8/2012- IR dt. 11.9.2012) | | | | | | | |
| 2.2.1 | Budget | Fully Met | 16.67 | 16.67 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 16.67 | ok |
| 2.2.2 | Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Government and above, as well as the heads of the Department.- (a) Places visited, (b) The period of visit, (c) The number of members in the official delegation, (d) Expenditure on the visit | Fully Met | 16.67 | 16.67 | http://pgc.delhi.gov.in/sites/default/files/Manual%2011.pdf | Fully Met | 16.67 | ok |
| 2.2.3 | Information related to procurements- (a) Notice/tender enquires, and corrigenda if any thereon, (b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, (c) The works contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed. | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3 | Manner of execution of subsidy programme [Section 4(i)(b)(xii)] | | | | | | | |
| 2.3.1 | Name of the programme of activity | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3.2 | Objective of the programme | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3.3 | Procedure to avail benefits | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3.4 | Duration of the programme/ scheme | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3.5 | Physical and financial targets of the programme | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3.6 | Nature/ scale of subsidy /amount allotted | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |

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| 2.3.7 | Eligibility criteria for grant of subsidy | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.3.8 | Details of beneficiaries of subsidy programme (number, profile etc) | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.4 | Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013] | | | | | | | |
| 2.4.1 | Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.4.2 | Annual accounts of all legal entities who are provided grants by public authorities | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.5 | Particulars of recipients of concessions, permits of authorizations granted by the public authority[Section 4(1) (b) (xiii)] | | | | | | | |
| 2.5.1 | Concessions, permits or authorizations granted by public authority | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.5.2 | For each concessions, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/ permits or authorizations, (d) Date of award of concessions/ permits of authorizations | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 2.6 | CAG & PAC paras [F No. 1/6/2011- IR dt. 15.4.2013] | | | | | | | |
| 2.6.1 | CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the parliament. | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| Total | | | 83 | 83 | | 83 | 83 | |
| 3 | Publicity Band Public interface | | | | | | | |
| 3.1 | Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013] | | | | | | | |
| 3.1.1 | Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens | Fully Met | 12.5 | 12.50 | http://pgc.delhi.gov.in/sites/default/files/manual-5.pdf | Fully Met | 12.50 | OK |
| 3.1.2 | Arrangements for consultation with or representation by - (a) Members of the public in | Fully Met | 12.5 | 12.50 | http://pgc.delhi.gov.in/sites/d | Fully Met | 12.50 | OK |

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| | policy formulation/ policy implementation, (b) Day & time allotted for visitors,(c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants | | | | efault/files/manual-1.pdf | | | |
| 3.1.3 | Public- private partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.4 | Public- private partnerships (PPP)- Detailed project reports (DPRs) | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.5 | Public- private partnerships (PPP)- Concession agreements. | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.6 | Public- private partnerships (PPP)- Operation and maintenance manuals | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.7 | Public- private partnerships (PPP) - Other documents generated as part of the implementation of the PPP | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.8 | Public- private partnerships (PPP) - Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.9 | Public- private partnerships (PPP) -Information relating to outputs and outcomes | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.10 | Public- private partnerships (PPP) - The process of the selection of the private sector party (concessionaire etc.) | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.1.11 | Public- private partnerships (PPP) - All payment made under the PPP project | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.2 | Are the details of policies / decisions, which affect public, informed to them[Section 4(1) (c)] | | | | | | | |
| 3.2.1 | Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |

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|--------------|---|----------------|------------|---------------|---|------------------|---------------|---------------------|
| | previous one year | | | | | | | |
| 3.2.2 | Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Outline the Public consultation process | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.2.3 | Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for consultation before formulation of policy | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.3 | Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)] | | | | | | | |
| 3.3.1 | Use of the most effective means of communication - Internet (website) | Fully Met | 50 | 50.00 | http://pgc.delhi.gov.in/public-grievances-commission | Fully Met | 50.00 | OK |
| 3.4 | Form of accessibility of information manual/ handbook[Section 4(1)(b)] | | | | | | | |
| 3.4.1 | Information manual/handbook available in Electronic format | Fully Met | 25 | 25.00 | http://pgc.delhi.gov.in/downloads | Fully Met | 25.00 | OK |
| 3.4.2 | Information manual/handbook available in Printed format | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 3.5 | Whether information manual/ handbook available free of cost or not [Section 4(1)(b)] | | | | | | | |
| 3.5.1 | List of materials available Free of cost | Fully Met | 25 | 25.00 | http://pgc.delhi.gov.in/downloads | Fully Met | 25.00 | OK |
| 3.5.2 | List of materials available At a reasonable cost of the medium | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| Total | | | 125 | 125 | | 125 | 125 | |
| 4 | E-Governance | | | | | | | |
| 4.1 | Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013] | | | | | | | |
| 4.1.1 | English | Fully Met | 14.29 | 14.29 | http://pgc.delhi.gov.in/download | Fully Met | 14.29 | OK |

| Sr. No | Details of disclosure | Category | Marks | Obtained Mark | Remarks | Auditor Category | Auditor Marks | Auditor Remarks/URL |
|------------|--|-----------|-------|---------------|--|------------------|---------------|---------------------------|
| 4.1.2 | Vernacular/ Local Language | Fully Met | 14.29 | 14.29 | oads http://pgc.delh i.gov.in/downl oads | Fully Met | 14.29 | OK |
| 4.2 | When was the information Manual/Handbook last updated?[F No. 1/6/2011-IR dt 15.4.2013] | | | | | | | |
| 4.2.1 | Last date of Annual updation | Fully Met | 28.57 | 28.57 | http://pgc.delh i.gov.in/ | Fully Met | 28.57 | OK |
| 4.3 | Information available in electronic form[Section 4(1)(b)(xiv)] | | | | | | | |
| 4.3.1 | Details of information available in electronic form | Fully Met | 9.52 | 9.52 | http://pgc.delh i.gov.in/downl oads | Fully Met | 9.52 | OK |
| 4.3.2 | Name/ title of the document/record/ other information | Fully Met | 9.52 | 9.52 | http://pgc.delh i.gov.in/downl oads | Fully Met | 9.52 | OK |
| 4.3.3 | Location where available | Fully Met | 9.52 | 9.52 | http://pgc.delh i.gov.in/downl oads | Fully Met | 9.52 | OK |
| 4.4 | Particulars of facilities available to citizen for obtaining information[Section 4(1)(b)(xv)] | | | | | | | |
| 4.4.1 | Name & location of the faculty | Fully Met | 7.14 | 7.14 | http://pgc.delh i.gov.in/contac t-us | Fully Met | 7.14 | OK |
| 4.4.2 | Details of information made available | Fully Met | 7.14 | 7.14 | http://pgc.delh i.gov.in/downl oads | Fully Met | 7.14 | OK |
| 4.4.3 | Working hours of the facility | Fully Met | 7.14 | 7.14 | http://pgc.delh i.gov.in/sites/d efault/files/ma nual-1.pdf | Fully Met | 7.14 | OK |
| 4.4.4 | Contact person & contact details (Phone, fax email) | Fully Met | 7.14 | 7.14 | http://pgc.delh i.gov.in/sites/d efault/files/ma nual-9.pdf | Partially Met | 3.57 | Email ID is not available |

| Sr. No | Details of disclosure | Category | Marks | Obtained Mark | Remarks | Auditor Category | Auditor Marks | Auditor Remarks/URL |
|------------|--|----------------|-------|---------------|---|------------------|---------------|---------------------|
| 4.5 | Such other information as may be prescribed under Section 4(i) (b)(xvii) | | | | | | | |
| 4.5.1 | Grievance redressal mechanism | Fully Met | 3.57 | 3.57 | http://pgc.delhi.gov.in/public-grievances | Fully Met | 3.57 | OK |
| 4.5.2 | Details of applications received under RTI and information provided | Fully Met | 3.57 | 3.57 | http://pgc.delhi.gov.in/sites/default/files/RTI%20Report.pdf | Fully Met | 3.57 | OK |
| 4.5.3 | List of completed schemes/ projects/ Programmes | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 4.5.4 | List of schemes/ projects/ programme underway | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | OK |
| 4.5.5 | Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract | Fully Met | 3.57 | 3.57 | http://pgc.delhi.gov.in/downloads | Fully Met | 3.57 | OK |
| 4.5.6 | Annual Report | Fully Met | 3.57 | 3.57 | http://pgc.delhi.gov.in/downloads | Fully Met | 3.57 | OK |
| 4.5.7 | Frequently Asked Question (FAQs) | Fully Met | 3.57 | 3.57 | http://pgc.delhi.gov.in/frequently-asked-questions | Fully Met | 3.57 | OK |
| 4.5.8 | Any other information such as - (a) Citizen's Charter, (b) Result Framework Document (RFD), (c) Six monthly reports on the , (d) Performance against the benchmarks set in the Citizen's Charter | Fully Met | 3.57 | 3.57 | http://pgc.delhi.gov.in/downloads | Fully Met | 3.57 | OK |
| 4.6 | Receipt & Disposal of RTI applications & appeals [F.No 1/6/2011-IR dt. 15.04.2013] | | | | | | | |
| 4.6.1 | Details of applications received and disposed | Fully Met | 14.29 | 14.29 | http://pgc.delhi.gov.in/sites/default/files/RTI%20Report.pdf | Fully Met | 14.29 | OK |

| Sr. No | Details of disclosure | Category | Marks | Obtained Mark | Remarks | Auditor Category | Auditor Marks | Auditor Remarks/URL |
|--------------|--|----------------|------------|---------------|---|------------------|---------------|------------------------|
| 4.6.2 | Details of appeals received and orders issued | Fully Met | 14.29 | 14.29 | http://pgc.delhi.gov.in/sites/default/files/RTI%20Report.pdf | Fully Met | 14.29 | OK |
| 4.7 | Replies to questions asked in the parliament[Section 4(1)(d)(2)] | | | | | | | |
| 4.7.1 | Details of questions asked and replies given | Fully Met | 28.57 | 28.57 | http://pgc.delhi.gov.in/sites/default/files/Parliament%20Question-compressed.pdf | Fully Met | 28.57 | OK |
| Total | | | 193 | 193 | | 193 | 189 | |
| 5 | Information as may be prescribed | | | | | | | |
| 5.1 | Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F No. 1/6/2011-IR dt. 15.4.2013] | | | | | | | |
| 5.1.1 | Name & details of - (a) Current CPIOs & FAAs, (b) Earlier CPIO & FAAs from 1.1.2015 | Fully Met | 20 | 20.00 | http://pgc.delhi.gov.in/sites/default/files/manual-16.pdf | Partially Met | 10.00 | Incomplete Information |
| 5.1.2 | Details of third party audit of voluntary disclosure - (a) Dates of audit carried out , (b) Report of the audit carried out | Fully Met | 20 | 20.00 | http://pgc.delhi.gov.in/sites/default/files/Audit%20report.pdf | Fully Met | 20.00 | ok |
| 5.1.3 | Appointment of Nodal Officers not below the rank of Joint Secretary/ Additional HoD - (a) Date of appointment , (b) Name & Designation of the officers | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 5.1.4 | Consultancy committee of key stake holders for advice on suo-motu disclosure - (a) Dates from which constituted, (b) Name & Designation of the | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |

| Sr. No | Details of disclosure | Category | Marks | Obtained Mark | Remarks | Auditor Category | Auditor Marks | Auditor Remarks/URL |
|--------------------|--|----------------|------------|---------------|-----------------------------------|------------------|---------------|---------------------|
| | officers | | | | | | | |
| 5.1.5 | Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name & Designation of the Officers | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| Total | | | 40 | 40 | | 40 | 30 | |
| 6 | Information Disclosed on own Initiative | | | | | | | |
| 6.1 | Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information | | | | | | | |
| 6.1.1 | Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information | Fully Met | 25 | 25.00 | http://pgc.delhi.gov.in/downloads | Fully Met | 25.00 | ok |
| 6.2 | Guidelines for Indian Government Websites (GIGW) is followed (released in February, 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Publ | | | | | | | |
| 6.2.1 | Whether STQC certification obtained and its validity | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| 6.2.2 | Does the website show the certificate on the Website? | Not Applicable | 0 | 0 | empty | Not Applicable | 0 | ok |
| Total | | | 25 | 25 | | 25 | 25 | |
| Grand Total | | | 545 | 545 | | 549 | 530 | |