

**PUBLIC GRIEVANCE CELL
NEW DELHI MUNICIPAL COUNCIL
PALIKA KENDRA: NEW DELHI**

NO. D- 227241/PA/Dir (PG)

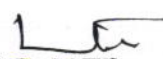
Dated 18.04.19

OFFICE ORDER

From April, 2019 onwards Suvidha Camp is to be organized by NDMC once per month. The next Suvidha Camp in April 2019 is scheduled on 27.04.2019 from 10.30a.m to 12.30p.m at **1st floor, Convention Center**, New Delhi and the following departments of NDMC shall be putting up their helpdesk to provide information/ facilitations and grievance redressal services for the benefit of residents/users of NDMC area, Existing and ex-employees of NDMC:-

S.NO.	Department	S.NO.	Department
1.	Chief Engineer (Civil-I)	2	Chief Engineer (Civil-II)
3.	Chief Engineer (Elect.-I)	4	Chief Engineer (Elect.-II)
5	Public Health	6	Architect & Environment
7	Commercial Department	8	Health Licensing
9	Estate-I	10	Estate-II
11	Horticulture South	12	Horticulture North
13	Tax	14	Education
15	Fire	16	Accounts/Finance/CBS
17	Enforcement	18	IT
19	Personnel	20	Welfare
21	Medical Services	22.	Parking Management
23	Chief Security Office	24.	EBR
25	Municipal Housing		

2. All concerned Head of Departments are hereby directed to ensure their presence as well as presence of their officers who can facilitate residents of NDMC area/users of its services during the timings of 'Suvidha Camp'.
3. Further, as desired by Chairman, NDMC, all the HOD's shall clear all pendencies of Public Grievances references received through various following portals:
 1. 311 NDMC App
 2. PGMS
 3. LG listening Post
 4. CPGRAMS (Central)
 5. CPGRAMS (State)
4. HODs must also ensure that **ACTION TAKEN REPORT (ATR)** in respect of Grievances/Complaints received at the camp are submitted to the Central Help Desk under their signature by 1 PM on the same day. This should include references received through various portals as stated above.


(R.P. SATI)
DIRECTOR (PG)

All HODs concerned

Copy to:

1. PS to Chairman for information.
2. PA to Secretary for information.

