

P-91958/2017/JD (IT)  
06/10/2017

**OFFICE OF THE JT. DIRECTOR (PGMS/CPGRAMS)**  
**NEW DELHI MUNICIPAL COUNCIL**  
**ROOM NO 2004-B, 2<sup>ND</sup> FLOOR**  
**PALIKA KENDRA: NEW DELHI**

No. D-1014/JD (PGMS) 2017

**CIRCULAR**

DATED :- 6/10/2017

**Sub: - Disposal of overdue PGMS and CPGRAMS Grievances - regarding.**

An urgent attention is invited to the observations of Chief Secretary Govt. of NCT of Delhi during the meeting of Secretary / HOD held on 06-09-2017 in Conference Hall No. 3 at Delhi Secretariat over the pendency of Public Grievances Monitoring system (PGMS/CPGRAMS) reflected on portal of PGMS/ CPGRAMS.

In NDMC despite umpteen requesting regularly not much effort seems to have been made by the various Deptt to bring down the pendency.

Earlier all the HODs have been provided password and IDs for uploading the reply on the web portal of PGMS/ CPGRAMs for the complaints pertain to their department. But since inception of PGMS/CPGRAMs most of the HODs have not updated the status/ name etc on the web portal. It is to inform the pendency PGMS/ CPGRAMs is to be reviewed in the upcoming meeting.

The grievances / pendency of PGMS/ CPGRAMs were to be attended by 30<sup>th</sup> Sept 2017 but it seems that no heed is being paid to the grievance by concerned HOD's.

It is therefore, enjoined upon all the HOD's that the complaints pending of their Department be disposed of within 3 days (The list of pending grievances have already being forwarded to the respective user id of PGMS / CPGRAMs assigned to the Head of Deptt.)

*May be forwarded to SO (IT) for necessary action please*  
*4/10/17*  
*10.10.17*

*Centre (State Portal)*

*Alumbi*  
*6/10/17*

**Director (Grievances)**

**Copy to:**

1. All HOD's
2. P.S. to Chairperson, NDMC
3. P.S. to Secretary, NDMC
- ✓ 4. Jt. (IT) with the request to upload the same on NDMC web Portal.

*JD (IT)*  
*SO (IT)*

*H.R.I.*

# Office of the Jt. Director (CPGRAMS)

## Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

Central Govt.

User : ndmca

Inbox of CPGRAMS (New Delhi Municipal Council)

Dated 26/09/2017

S.No.	Department	Total Receipt	Pending	Disposed
1	ENFORCEMENT DEPARTMENT	112	106	6
2	PERSONNEL DEPARTMENT	95	25	70
3	ESTATE DEPARTMENT	53	42	11
4	VIGILANCE DEPARTMENT	29	6	23
5	PUBLIC HEALTH DEPARTMENT	28	3	25
6	CIVIL ENGINEERING	27	25	2
7	UNAUTHORISED CONSTRUCTION CELL DEPARTMENT	22	22	0
8	EDUCATION DEPARTMENT	13	9	4
9	MEDICAL SERVICES DEPARTMENT	11	10	1
10	COMMERCIAL DEPARTMENT	10	10	0
11	Director Municipal Housing	10	3	7
12	HORTICULTURE DEPARTMENT	10	10	0
13	ACCOUNT DEPARTMENT	8	0	8
14	REVENUE RECOVERY DEPARTMENT	6	3	3
15	GENERAL ADMINISTRATION DEPARTMENT	5	0	5
16	SECURITY DEPARTMENT	5	5	0
17	Chief Engineer Electric I	4	2	2
18	Estate II	4	0	4
19	WELFARE DEPARTMENT	4	0	4
20	ARCHITECT DEPARTMENT	3	3	0
21	PROJECT DEPARTMENT	3	2	1
22	CHIEF ENGINEER ELECTRIC II	2	0	2
23	POWER DEPARTMENT	2	2	0
24	INFORMATION TECHNOLOGY DEPARTMENT	1	1	0
25	PUBLIC RELATION DEPARTMENT	1	1	0
26	AUDIT DEPARTMENT	0	0	0
27	Chief Engineer II BM	0	0	0
28	Council Secretariat Department	0	0	0
29	FINANCE DEPARTMENT	0	0	0
30	FIRE DEPARTMENT	0	0	0
31	LAW DEPARTMENT	0	0	0
32	Navyug School Education Society	0	0	0
33	QUALITY CONTROL & TECHNICAL ASSESSMENT DEPARTMENT	0	0	0
	<b>Grand Total</b>	<b>468</b>	<b>290</b>	<b>178</b>

**Office of the Jt. Director (CPGRAMS)****Centralized Public Grievance Redress and Monitoring System (CPGRAMS)**

State Govt.

User: ndmco

Inbox of CPGRAMS (New Delhi Municipal Council)

Dated 26/09/2017

S.No.	Department	Total Receipt	Pending	Disposed
1	Enforcement Department	78	78	0
2	Public Health Department	74	74	0
3	Personnel I Department	67	67	0
4	Chief Engineer Road	35	35	0
5	Commercial Department	35	35	0
6	Estate I Department	31	31	0
7	VIGILANCE DEPARTMENT	31	31	0
8	Director Education	29	29	0
9	Enforcement Building regulation	18	18	0
10	Director Municipal Housing	12	12	0
11	Medical Services	11	11	0
12	General Administration Department	9	9	0
13	Horticulture Department	7	7	0
14	Welfare Department	7	2	5
15	Architect Department	5	5	0
16	Estate II Department	5	5	0
17	Chief Engineer II BM	3	3	0
18	Tax Department	3	3	0
19	Chief Engineer Electric I	2	2	0
20	Chief Engineer Electric II	2	0	2
21	ACCOUNT DEPARTMENT	1	0	1
22	Public Relation Department	1	1	0
23	Finance Department	0	0	0
24	Fire Department	0	0	0
25	Information Technology	0	0	0
26	Law Department	0	0	0
	<b>Grade Total</b>	<b>466</b>	<b>458</b>	<b>8</b>

**Office of the Jt. Director (PGMS)**  
**New Delhi Municipal Council**  
**Palika Kendra**

**Public Grievances Monitoring System**

Inbox of PGMS (New Delhi Municipal Council)

Dated 26/09/2017

S.No	Department	Total Pending	Overdue
1	Enforcement	35	34
2	Estate I	26	26
3	Establishment	20	12
4	Education	14	12
5	Enforcement Building Regulation	11	1
6	Vigilance	8	8
7	Commercial	8	8
8	Architect	6	6
9	Road	4	0
10	Municipal Housing	4	4
11	Establishment II	3	2
12	Horticulture II	3	3
13	Health	2	0
14	Tax	2	0
15	Fire	2	1
16	Estate II	2	2
17	Water and Sewerage	1	0
18	GRO	1	0
19	Horticulture I	1	0
20	Welfare	1	1
21	Information Technology	1	0
22	Law	1	1
	<b>Total</b>	156	121