

**MOST URGENT**

**OFFICE OF THE CHIEF MINISTER, DELHI  
DELHI SECRETARIAT, 3<sup>RD</sup> LEVEL, DELHI SECRETARIAT,  
NEW DELHI-110002**

No. CM/PG/VIP/2014/102

**CIRCULAR**

Dated: 17/1/2014

**Sub:- Public Grievance Monitoring System (PGMS).**



To

Pr. Secretaries/Secretaries of Govt of NCT of Delhi	Commissioner of Police, Delhi Police, PHQ, New Delhi
Vice Chairman, DDA, Vikas Sadan, INA, New Delhi	CEO, Delhi Jal Board, Jhandewalan, New Delhi.
Commissioner of Local Bodies MCDs	Chairman, New Delhi Municipal Council, Palika Kendra, New Delhi.
CMDs of Corporation/Undertakings/ Autonomous Bodies of Govt of NCT of Delhi.	

Sir/Madam,

1. Grievances registered under Public Grievance Monitoring System (PGMS) have been uploaded on the web-based system developed by NIC/Department of IT, GNCTD. The time-frame for redressal of grievances has been mentioned with every grievance registered. Heads of Departments are requested to redress the grievances as per time allotted for redressal.

2. **Amendment in software**

Further, amendments have been made in the Public Grievance Monitoring System (PGMS) software as per the requirements of various Departments, as mentioned below:-

(a) **HOD's Profile**

HODs are requested to update their 'profile' in the facility provided in "Menu" button.

(b) **Creation of Multiple Users**

- HOD can create multiple users, for which facility has been provided in "Masters" menu.

*Handwritten notes:*  
DMS  
Public Grievance office  
I/c IT for uploading it on our website for further reference.  
23/1/14  
22/1/2014

- The user name ID and password will be generated by HOD for Multiple users.
- HOD can also modify the "Subject Categorization" of grievances in facility provided in "Masters" menu.

(c) Facility for uploading final reply

- The draft action taken will be submitted by the officer to whom the HOD has marked the grievance.
- If HOD is satisfied with the action taken by the officer to whom the grievance has been marked, HOD can upload the reply on his behalf by clicking "Save and Upload" button.
- If the HOD is not satisfied with the reply, he can 'edit' the reply by clicking "Want to Edit" button. The reply will be seen by Pr.Secretary/Secretary of the Department concerned, once the HOD submits his final reply by clicking "Save and Upload" button.

3. Online registration of grievances

- A facility has also been provided to the citizen for registration of grievances online, which is also required to be redressed by HOD in time bound manner.
- The detail of such grievances will be available at <http://pgms.delhi.gov.in>.

4. For any clarification, Department may contact following officers of Department of IT and NIC :-

- (i) Shri M.Sreekanth [Mb No.8527038680]  
(ii) Shri Tarun [Mb No.8130495364]

*Rajendra*

(Rajendra Kumar)

Secretary to Chief Minister, Delhi

No.

Dated:- 17/01/2014

Copy to:- CM/PG NIP/2014/102

- 1) Secretary to Ministers, GNCTD.
- 2) OSD to Chief Secretary, GNCTD.

*Rajendra*

(Rajendra Kumar)

Secretary to Chief Minister, Delhi