



# Indira Gandhi Delhi Technical University For Women

(Established by Govt. of Delhi vide Act 09 of 2012)

Kashmere Gate, Delhi-110006

No.F.3(42)/Admn/2014/IGDTUW/ V-I

Dated:

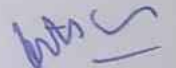
## ORDER

The following officers are appointed as Greivance resolving Officer (GRO) and Assistant Greivance Resolving Officer (AGRO), as mentioned against each, for resolving the greivances received through PGMS portal.

Sr. No.	Name of the Officer	Designation	Appoited as	Contact Number
1.	Ar. Preeti Chauhan	Associate Professor	Greivance resolving Officer (GRO)	9910331986/ 011-23900342
2.	Mr. K.C. Thomas	Section Officer	Assistant Greivance resolving Officer (AGRO)	9910392828/ 011-23900225

The above officers are directed to resolve the grievance received through PGMS portal as per the guidelines issued by the Administratrive Report Department (PGMS) Govt. of NCT of Delhi vide their communication No. F.2 (5)/2017/AR (PGMS)/12952-13031 dated 31/07/2018 and email dated 19/11/2018 received from Dy. Director (Academics), Department of Training and Technical Education, Govt. of NCT of Delhi, Muni Maya Ram Marg, Pitampura, Delhi (copy enclosed).

This issues with the approval of Hon'ble Vice Chancellor, IGDTUW.

  
(Prof. R.K. Singh)  
Registrar, IGDTUW

To,

1. Ar. Preeti Chauhan  
Associate Professor  
A&P, IGDTUW
2. Mr. K. C. Thomas  
Section Officer  
G.A. Branch, IGDTUW

Encl. As above.

Contd/--- page 2/P.T.O

08/11/18  
06-12-2018  
MPT/IGDTUW


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No.F.3(42)/Admn/2014/IGDTUW/ V-1/17.6-18/

Dated: 06/12/2018

Copy forwarded for information and necessary action :-

1. Dy. Secretary (PGMS), AR Department, Government of National Capital Territory of Delhi, Administrative Reforms Department (PGMS), 2<sup>nd</sup> Level, C-Wing, Delhi Secretariat, I.P. Estate, New Delh-110002.
2. Dy. Director (Academic), Department of Training and Technical Education, Govt. of NCT of Delhi, Muni Maya Ram Marg, Pitampura, Delhi.
- ✓ 3. System Analyst, IGDTUW, with the request to upload the order on the University website.
4. PS to Hon'ble Vice Chancellor, IGDTUW.
5. PA to Registrar, IGDTUW.
6. Guard File.

  
✓ (Prof. R.K. Singh)  
Registrar, IGDTUW

①. Consult to V.S. / Head of Polytechnic / all Universities / I.Ts. for guidelines. Next Review will be done by 17/1/18 at 11:30 AM by C.M.

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
 ADMINISTRATIVE REFORMS DEPARTMENT (PGMS)  
 2<sup>nd</sup> LEVEL, C-WING, DELHI SECRETARIAT,  
 ESTATE, NEW DELHI-110002.

③. Merit/Review in Ad<sup>2</sup> by Dept. 1st + 15th g. PGMS - Guidelines to GROs and AGROs

W.S. 10/1/18

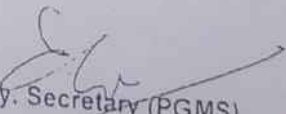
JD NE 1  
 JD NE 2  
 Feb

- update, within two working days, the details (name, designation and contact number) of the officer who is finally going to resolve the grievance. If the grievance doesn't pertain to the department, within these two working days itself the grievance is to be marked to the department concerned.
2. **Missing Information:** In case of missing information regarding the grievance, kindly direct the officers concerned to talk to the complainant and get all the relevant information and clarifications from the complainant - instead of closing the grievance mentioning that complete information is not available.
3. **Other Department Grievances:** It has been noticed in many cases that when a grievance doesn't pertain to a department, the grievance is marked as resolved with only a remark that the grievance pertains to another department (through cases or when a grievance has been forwarded to another department (through official communication in the form of letters), the forwarding must also happen in the PGMS website instead of closing the complaint, so that the CMO can track the progress of the grievance by the other department through the PGMS website itself. This would also make sure that a subsequent feedback collection call is not made to the complainant, incorrectly informing that their grievance has been attended to.
4. **Action Taken Report:** While marking a grievance as resolved, scanned copies of the ATR and/or any other correspondence (like letters sent to the complainant) regarding the grievance are to be uploaded by the department. Kindly also make sure a brief summary of the action taken is submitted while marking the grievance as resolved.
5. **Type of grievance:** For each grievance, a 'Type of grievance (Subject)' attribute is available to aid in proper grouping of grievances. The department is directed to ensure that the type of grievance field is properly updated for all grievances so that the overall nature of grievances being received by the department could be

analysed to evaluate the options for avoiding the occurrence of such grievances altogether.

6. Update to the complainant over phone: Upon resolution, kindly provide details to the complainant of the action taken over phone. This would make sure that even in case of any issues with delivery of the communication letter from the department, the complainant would be aware of the resolution made by the department.
7. Cases that are sub judice: For grievances that are sub judice, please make sure that the details of the case and the court in which the case is pending are properly entered.
8. Interim reply: Officers using the PGMS system are directed to make sure that interim replies are specifically added only using the new 'Interim Reply' option and not to dispose the grievances while reporting only an interim reply.
9. Marking as Resolved/Not Resolvable: The department is directed to properly set the 'Resolved' and 'Not Resolvable' options while disposing a grievance considering these options from the point of view of the complainant. The 'Resolved' option is to be selected only after any action has been taken (by the department) to get the complainant's grievance resolved. The 'Not Resolvable' option is to be chosen only in cases where no further action is possible from the department or if any policy level decision is to be taken by the Government for resolution of the grievance.
10. Reopening of grievances: The department is directed to instruct all AGROs to review grievances for which a 'Not Satisfied' or 'Partially Satisfied' grievance has been received by the Hon'ble CM's Office. For grievances in which any further action is possible, the GRO and AGROs can directly reopen a grievance from their accounts and upload details of the further action taken (subsequent to the previous disposal).

To  
All HODs/GROs/AGROs, GNCTD  
No. F.2(5)/2017/AR(PGMS)/12952-13031  
Copy for information to:-  
1. Advisor(PGMS) to Hon'ble Chief Minister, Delhi.  
2. OSD to Minister-In-charge, AR Department.  
3. Dy. Secretary, CM Office.  
4. P.A. to Secretary, AR Department.  
5. Guard file.

  
Dy. Secretary (PGMS)  
AR Department  
(dysecpgms@gmail.com)

Dated - 31/07/18

254/C

### Key points for handling PGMS PORTAL

- Grievances pertaining to other deptt. must be transferred/ forwarded through PGMS portal.
- Grievances where the action is not completed or under process, should not be put in resolved category; may be marked as Interim reply till the final disposal.
- Open ended statement and vague reply must be avoided.
- Grievance where action could not be taken to the satisfaction of complainant due to Policy/ Sub-Judice matters or whatsoever reasons, be put in the 'Not resolvable' category after doing the needful.
- Deptt. can mark a grievance as NOT RESOLVABLE only if they are the final authority.
- Detailed reply may be attached in pdf format on portal.
- Repeated complaints may be marked as Not resolvable with the remarks that 'Duplicate of PGMS ID NO. (Original grievance ID)'.

Review the grievances for which a NOT SATISFIED or PARTIALLY SATISFIED feedback has been received on regular basis.

Grievances may be reopened where updation/correction in reply is needed or put in appropriate category (Not Resolvable/ Interim Reply etc. as the case may be ) for proper disposal as per PGMS guidelines.

Talk to complainant over his given contact number for further clarification about his grievance and to update the resolution/ATR taken by the Department.

256/C



Registrar IGDTU <registrar@igdtuw.ac.in>

# PGMS-Guidelines to GRO's and AGROs

1 message

Dr. S L Bhandarkar <ddtesd@gmail.com> Mon, Nov 19, 2018 at 4:13 PM  
 To: Ambedkar Institute of Technology <ap.delhi@nic.in>, Aryabhata Institute of Technology <abitdelhi@gmail.com>, Guru Nanak Dev Institute of Technology <Gndpoly.delhi@nic.in>, "G.B. Pant Polytechnic" <gbppte.delhi@nic.in>, Kasturba Polytechnic for Women <Kwpoly.delhi@nic.in>, Meerabai Institute of Technology <Mbpoly.delhi@nic.in>, Integrated Institute of Technology <iitdte.delhi@nic.in>, Pusa Institute of Technology <pusapoly.delhi@nic.in>, Rajokari Institute of Technology <rajokariinstitute@gmail.com>, Bhai Parmanand Institute of Business Studies <bpibs.delhi@nic.in>, "itishahdara.delhi" <itishahdara.delhi@nic.in>, ITI Principal Jail Road <itijritjr@yahoo.co.in>, "PRINCIPAL I.T.I. Nand Nagri" <itinandnagri@yahoo.co.in>, SIR CV RAMAN IIT <iticvraman.delhi@gmail.com>, ITI JAHANGIR PURI Delhi <pplitijpuri@gmail.com>, "N. S. KHATANA" <itimvnagar@yahoo.co.in>, Ashwani Kansal <ddsbtte@gmail.com>, DD E-I <skdubey\_1966@rediffmail.com>, "A.O ADMIN" <aoadmndtte1@gmail.com>, Planning <op.shukla2008@gmail.com>, ad <additionaldirectorte@gmail.com>, DD Academic <dhawan.suman07@gmail.com>, vcdtu@dce.edu, wscsdelhi@hotmail.com, NG Branch Dtte <ngbranchdte@gmail.com>, registrar@igdtuw.ac.in, vc@igdtuw.ac.in, registrar@igit.ac.in, director@nist.ac.in, ps.nsit@gmail.com, jalote@iiitd.ac.in, registrara@iiitd.ac.in, aitcontact@yahoo.com, principal@aiacr.ac.in, gangadharaccess@gmail.com, ddo@aiacr.ac.in, prinicapl@gbpec.edu.in, smaji333@gmail.com, kk.chandan@gov.in, Ram Gopal <itijaffarpur2010@gmail.com>, hjbhabhaiti.delhi@yahoo.co.in, itiwn@rediff.com, itishahadara.placement@gmail.com, itisirifort@yahoo.com, ITI NARELA DELHI <itinarela.delhi@gmail.com>, IIT Morigate <itimg.delhi@gmail.com>, btcpusa\_2007@yahoo.com, ITI PUSA Training Institute <itipusa@hotmail.com>, Principal ITI AKS <itiaks2011@gmail.com>

695 (EICC) / IGDTU  
20/11/18

During the meeting held on 19.11.18 under the chairmanship of Hon'ble Chief Minister, PGMS guidelines to GROs & AGROs have been received by the department. These are attached herewith for implementation in your university/Institute/ branch. Further it has been informed by the Hon'ble Chief Minister that two meetings will be conveyed every month i.e. on 1st & 15<sup>th</sup> (in case of holiday on next working day. Next meeting under the Chairmanship of Hon'ble of Chief Minister will be held on 17.12.2018 at 11.30 A.M. in Delhi Secretariat. All H.O.D. /Branch-In-Charge are requested to reply the PGMS cases as per the guidelines. In Case there is a case which cannot be resolved, or the request submitted at PGMS portal is not feasible as per rules & regulations, file will be but up before Hon'ble Minister-In-charge of the department, before closure of the case

With Regards,  
 Dr. Suman Dhawan  
 Dy. Director (Academic)  
 Department of Training and Technical Education,  
 Govt. of NCT of Delhi.  
 Muni Maya Ram Marg, Pitampura,  
 Delhi.

*Incharge (Personnel)*

*Please put up immediately*

PGMS-guidelines to GROs and AGROs.pdf  
 1195K

Dy. No. 3085...../Reg. Off./IGDTUW  
 Date:- 19-11-18

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 DA *sum*  
 20/11/2018 (Sh. Sattal)

*Wali*  
 19/11/18



Indira Gandhi Delhi Technical University for Women  
Kashmere Gate, Delhi

F. No.F.3(129)/Admn./G.R.F./IGDTUW/2017/1338-51

Dated 11.12.2017

**ORDER**

**Grievance Redressal Forum at IGDTUW**

In order to strengthen the mechanism for handling the grievances/complaints received from faculty/staff members and students, the Grievance Redressal Committees have been reconstituted. in continuation with office order no.301A dated 17<sup>th</sup> May 2013 and circular no. F.3(34)/Admn/2013/IGDTUW/1886 dated 8<sup>th</sup> Oct. 2013 with the following objectives:

- (i) To introduce a fair, impartial and consistent mechanism for redressal of various issues faced by the students/faculty/staff members of IGDTUW.
- (ii) To develop a responsive and accountable attitude among all stakeholders, thereby maintaining a harmonious atmosphere in the University Campus.
- (iii) To advise stakeholders to respect the right and dignity of one another, and not to behave in a vindictive manner towards any of them for any reason
- (iv) To ensure that grievances are resolved promptly and in complete confidentiality.
- (v) To uphold the dignity of the University by promoting cordial student-teacher relationship and relationship among the faculty and staff of the University.

With the approval of Vice-Chancellor, IGDTUW the following Committees are hereby constituted to address the various grievances received from non-teaching and teaching staff of IGDTUW for a period of two years:

(1) **Grievance Redressal Committee for Non-teaching staff -**

- |   |   |          |
|---|---|----------|
| (i) Dean (Examination Affairs), IGDTUW                | : | Chairman |
| (ii) Dy. Dean(Research & Consultancy), IGDTUW         | : | Member   |
| (iii) Dr. Shalini Arora, HoD (BAS), IGDTUW            | : | Member   |
| (iv) Dr. N.R. Chauhan, Associate Professor, MAE Deptt | : | Member   |
| (v) Representative from DTTE, GNCTD                   | : | Member   |
| (vi) AR, IGDTUW                                       | : | Convenor |

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10/12/17

(2) Grievance Redressal Committee for the Faculty Members:

- |   |              |
|---|--------------|
| (i) Dean (Academic Affairs)                                 | :Chairperson |
| (ii) Dr. Arun Sharma, Dy. Dean(Exam. Affairs), Deptt. of IT | :Member      |
| (iii) Dr. Jasdeep Kaur Dhanoa , HoD, ECE Deptt              | :Member      |
| (iv) Dr. Ranu Gadi, Associate Prof, Deptt. of BAS           | :Member      |
| (v) Representative from DTTE, GNCTD                         | :Member      |
| (vi) Ms. Komal Kumari, Section Officer                      | :Convener    |

P

(3) The following Proctoral Board constituted vide order no. F.3(1)Admn./2013/IGDTUW/Vol.-I/1110 dated 13.10.2017 shall redress all the grievances related to students

- |                                       |               |
|---------------------------------------|---------------|
| (i) Prof. Ashwni Kumar, Chief Proctor | : Chairperson |
| (ii) Dy. Dean (Student Welfare)       | : Member      |
| (iii) Chief Warden                    | : Member      |
| (iv) HoD of concerned Department      | : Member      |

Aggrieved teachers/ staff and students shall represent their grievances either in person or in writing to the Chairperson of the concerned Grievance Redressal Committee, instead of directly forwarding their complaints to the higher authorities outside the University and without making any efforts to solve the problem in-house.

The Committee shall make effort to dispose off the complaints within the rules and regulations of the University and seek necessary advise/directions from the senior authorities wherever necessary. In case of any false or frivolous complaint, the Chairperson of the Committee shall advise appropriate action against the complainant to the competent authorities for further necessary action.

Contd.. page 3/-

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Before filing the complaint with the appropriate Grievance Redressal Committee, the aggrieved faculty/staff shall inform about the grievance to the concerned Head of Department/Branch Officer and only after the concerned Head of Department/Branch Officer is unable to solve or initiate action within a 10 days, it may be reported to the concerned Committee.

*Handwritten signature*  
(Prof. R.K. Singh)  
Registrar

F. No. F.3(129)/Admn./G.R.F./IGDTUW/2017/1338/51

Dated 11.12.2017

Copy forwarded for information to the:

- 1) Joint Secretary to Hon'ble LG, Delhi and Chancellor, IGDTUW
- 2) Dy. Director (SB), DTTE, GNCTD with reference to his letter no. F.1(16)/SB(Misc)/IGDTUW/2015/2959 dated 24.11.2017
- 3) PS to Secretary, Training & Technical Education, Govt. of NCT of Delhi
- 4) PS to Vice-Chancellor, IGDTUW
- 5) All Committee Members under Grievance Redressal Forum, IGDTUW
- 6) Chief Proctor, IGDTUW
- 7) All Deans/HoDs/Dy. Dean(s), IGDTUW
- 8) Chief Warden, IGDTUW
- 9) Dy. Finance Officer, IGDTUW
- 10) Librarian, IGDTUW
- 11) Assistant Registrar, IGDTUW
- 12) Incharge (Web Server) for uploading the order on University website
- 13) Guard File

*Handwritten signature*  
(Prof. R.K. Singh)  
Registrar