

OFFICE OF THE CHIEF SECRETARY, DELHI
GOVERNMENT OF NCT OF DELHI
5TH LEVEL, A - WING, DELHI SECRETARIAT,
I.P. ESTATE, NEW DELHI - 110002

No. F.19/16/AR/2016/Misc./4169 - 76

Dated: 25/5/17

CIRCULAR

In supersession of previous circulars regarding Public Hearing by the Officers in various offices of GNCT of Delhi, it is hereby directed that all Officers, other than those who are on field duty, shall be available on their seats to meet the general public on every working day between 10.00 a.m. and 11.00 a.m. without appointment for redressal of their grievances.

The officer shall maintain a record of the persons met / representations received / grievances heard and the action taken.

Exemption would only be granted in case an officer is on leave (medical or otherwise). No meetings would be kept by Ministers or Senior Officers between 10.00 a.m. and 11.00 a.m. to enable them to be present on their seat. If an officer has to leave his / her seat for any emergency, in that case, he / she will seek permission from the senior officer on phone, who in turn shall inform the office of the Minister concerned.

The public could complain, in case the Officer is not available between 10.00 a.m. and 11.00 a.m. to the Administrative Reforms Department on Tel. No. 23392135 / 23392620.

The above timings for Public Hearing shall be enforced with immediate effect.

This issues with the approval of Chief Minister.

Chief Secretary, Delhi

DELHI TRANSPORT CORPORATION
I.P. ESTATE, NEW DELHI

No. AdmI/Misc/2017/ 480

Copy Forwarded for information and necessary action by all concerned.

All Dy.CGMs/RMs
All Unit Officers/Depot Managers

CC to OSD to CMD for kind information.

(ANKUR GARG)
Manager (Admin.)