

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
HEALTH & FAMILY WELFARE DEPARTMENT
9th LEVEL, A-WING, DELHI SECRETARIAT, DELHI-110002
(PGMS BRANCH)

F.16/PGMS/2025/H&FW/112806739/26

Dated: 10/04/2026

CIRCULAR

Subject: Timely and qualitative disposal of grievances received through CM Jan Sunwai/LG Listening/CPGRAMS/PGMS portals.

In the meeting held under the chairmanship of Chief Secretary, Govt of NCT of Delhi on 09.04.2026 at 5:00PM to review the status of above mentioned online portals it was observed that, grievances received through various public grievances redressed on the platforms, namely **CM Jan Sunwai/LG Listening/CPGRAMS/PGMS** portals. are not being disposed of within the stipulated timelines. Further, in several cases, the replies furnished in these public grievances are not satisfactory in terms of quality, clarity, and completeness.

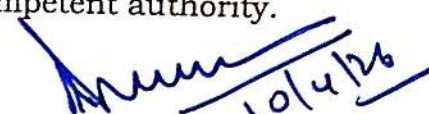
Public grievance redressal is a critical indicator of administrative efficiency and accountability. Any delay or inadequate response adversely affects public trust in governance.

Accordingly, all concerned officers/officials are hereby directed to strictly adhere to the above mentioned instructions. No grievance shall remain pending beyond the stipulated timeline.

Delay in disposal or submission of unsatisfactory replies will also be viewed seriously and may attract administrative action.

All Branch Heads/HODs are advised to conduct weekly review meeting to monitor pendency and quality of grievance disposal.

This issues with the prior approval of the competent authority.


Special Secretary (Health/PGMS)

To,

1. Director General Health Services.
2. MD/MS of All Hospitals under GNCTD.
3. All SO of H&FW, GNCTD.
4. SO (IT) to upload on the web portal.
5. Guard file.