



GURU GOBIND SINGH INDRPRASTHA UNIVERSITY
Sec. 16-C, Dwarka, New Delhi

F.:1(6)(28)/2015/ 6615

22/9
Dated the September, 2015

Circular

Kindly find enclosed herewith the letter No. 983 dated 19.06.2015 received from the Office of Hon'ble Deputy Chief Minister, Govt. of NCT of Delhi for providing the following information in a time bound manner :-


1. Please give a list of all activities where your department has direct or indirect interface with the citizens. It should include the services provided by your department, types of common grievance, various services issued by your department, etc.
2. Against each of the above items of public interface, please indicate time limit within which your department would guarantee the resolution of grievances or issuance of certificates, etc. This guarantee would be sacrosanct and inviolable.
3. What additional resources would you require to ensure that you are able to give this guarantee?
4. If the department fails to provide service within the above time frame, please indicate the designation of the officer who would be directly held responsible?

Hon'ble Chief Minister, GNCTD has desired the above information, so that Citizens Charters and Grievance Redressal System can be prepared at the earliest.

All the concerned are therefore requested to kindly submit the relevant information pertaining to your School/Department to the office of the undersigned latest by **30th September, 2015**, so as to enable Personnel Branch to compile the same for onward transmission to the Office of the Hon'ble Deputy Chief Minister, Govt. of NCT of Delhi.

This may be treated as **MOST URGENT and TIME BOUND**.

This issues with the approval of Competent Authority.


(Brig. P.K. Upmanyu)
Jt. Registrar (Personnel)


Encls: As stated above.

F.:1(6)(28)/2015/

Dated the September, 2015

Copy forwarded to the following for information and necessary action :-

1. All Deans/Directors, GGS Indraprastha University.
2. Controller of Finance, GGS Indraprastha University.
3. Controller of Examination, GGS Indraprastha University.
4. Chief Warden, GGS Indraprastha University.
5. Proctor, GGS Indraprastha University.
6. Librarian, GGS Indraprastha University
7. SE/EE, UWD, GGS Indraprastha University.
8. All Joint Registrars/Dy. Registrars, GGS Indraprastha University
9. All Branch Heads, GGS Indraprastha University.
10. Head, UITS, with the request to upload on the University Website.
11. AR to the Hon'ble Vice Chancellor, GGS Indraprastha University, for kind information of the Hon'ble Vice Chancellor.
12. SO to the Pro-Vice Chancellor, GGS Indraprastha University, for kind information of the Pro-Vice Chancellor.
13. AR to Registrar, GGS Indraprastha University for kind information of the Registrar.


(Pushpendra Kumar)
Asstt. Registrar (Personnel-I)

11/c
IMPORTANT/TIME BOUND

OFFICE OF THE DEPUTY CHIEF MINISTER
GOVT. OF NCT OF DELHI
DELHI SECRETARIAT : I.P. ESTATE
NEW DELHI-110002

2463/HE
23/6/15

copy sent to DHE & Secretary
983
19/6/15

As you are well aware that this Government is committed to resolve public grievances in a systematic, efficient, citizen friendly and in a time bound manner. A.R. Department has been directed to prepare new Citizens Charters and robust grievance redressal system on the basis of the following information to be provided by your Department:-

~~DHE~~

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2/6

2458

As Admin

1. Please give a list of all those activities where your department has direct or indirect interface with the citizens. It should include the services provided by your department, types of common grievance, various services issued by your department, etc.
2. Against each of the above items of public interface, please indicate time limit within which your department would guarantee the resolution of grievances or issuance of certificates, etc. This guarantee would be sacrosanct and inviolable.
3. What additional resources would you require to ensure that you are able to give this guarantee?
4. If the department fails to provide service within the above time frame, please indicate the designation of the officer who would be directly held responsible?

Hon'ble Chief Minister has desired this information latest by 30th June, 2015 so that Citizens Charters and Grievance Redressal System can be prepared at the earliest.

It is, therefore, requested to ensure submission of the above information to this office latest by 25.06.2015 (evening).

(MANISH SISODIA)

DEPUTY CHIEF MINISTER

19.06.2015

2473-2482-2483-848
2485-86

1. Chairman (DSSSB)
2. Pr. Secretary (Finance/Planning/Vigilance)
3. Pr. Secretary (UD)
4. Secretary (Services)
5. Divisional Commissioner
6. Secretary (Land & Building)
7. Secretary (Education/Higher Education/TTE)
8. Registrar (Co-operative Societies)
9. Secretary (IT)
10. Secretary (AR)