



**DELHI DEVELOPMENT AUTHORITY
POLICY & COORDINATION (PERSONNEL)
7th Floor, Block-B, Vikas Sadan, New Delhi**

No.: PERS/PACP/0006/2020/F1/POL-AD-PC(P)-Part(1)/166

Date: 29/09/2020

CIRCULAR

Sub: Redressal of grievances of retired employees – reg.

It has been observed that the retired officers/officials of DDA often visit Vikas Sadan with respect to their grievances and move from one department to another for redressal. To alleviate their hardship, the following action shall be taken:-

1. The retired officers/officials shall register their grievances/ issues through Web Based Monitoring Disposal & Redressal of Staff Request/ Grievance System by visiting the web URL <http://119.226.139.196/sgrs/Userlogin.aspx>.
2. The retired officers/officials of DDA can personally visit Vikas Sadan on second and fourth Wednesdays of every month between 03:00 P.M. to 05:30 P.M. with regard to their grievances. If any of the said Wednesdays happens to be a holiday, the aggrieved retirees can visit on the next working day. However, in order to facilitate timely resolution, they should register their grievance on the above mentioned web portal at least fifteen days in advance of their visit.
3. The officers of the rank of Dy. Director and above of the Personnel Department, Pension Department and Medical Department shall remain present at Nagrik Suvidha Kendra, Vikas Sadan on second and fourth Wednesdays of every month between 03:00 P.M. to 05:30 P.M. to contact the aggrieved retired officers/officials and make all possible efforts to resolve the grievances on the same day. If any of the said Wednesdays happens to be a holiday, the officers shall be present on the next working day at Nagrik Suvidha Kendra, Vikas Sadan between 03:00 P.M. to 05:30 P.M.

(Rajiv Gandhi)
Commissioner (Pers.)

29/9/20

All the HoDs

Copy to:

1. OSD to VC, DDA for kind information of the latter
2. Pr. Commissioner (Personnel)
3. Chief Accounts Officer
4. Directors (Personnel) – I & II
5. Dy. Directors (Personnel)
6. Dy. CAO (Pension)
7. Dy. A.O. (Medical)
8. Director (Systems), with request to upload the circular on DDA's website
9. Notice Boards