

Department of Food, Supply & Consumer Affairs
Government of NCT of Delhi

File No. F.3(9)/F&S/P&C/2020 | 32-38

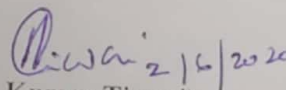
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Dated: 30/05/2020

ORDER

Subject: In the matter of WP© 2161/2017, Delhi Rozi-Roti Adhikar Abhiyan Vs Union of India and others.

1. The Hon'ble High Court has in the aforesaid matter directed as under :-
"steps shall be taken to ensure that the figures relating to the number of complaints received on the aforesaid two Helplines are put up on the website. The requisite information shall be uploaded in a tabulated form with a column indicating as to whether the grievance raised was redressed within 24 hours and if the said grievance remained pending beyond 24 hours, a separate column be made to indicate so. The website shall be uploaded every 72 hours."
2. In order to comply with the orders of Hon'ble High Court :
 - a) As regards helpline number 1967, the Senior System Analyst (Food & Supply) shall ensure the numbers of complaints received on this Helpline are forwarded to the concerned Zonal Assistant Commissioners on a daily basis.
 - b) The Senior System Analyst (Food & Supply) shall also forward the complaints received on the helpline no-1031 of the Department of Administrative Reforms to the Zonal Asst. Commissioner on the daily basis.
 - c) The Zonal Assistant Commissioners will ensure that the grievances received on both the helpline numbers 1967 and 1031 are redressed within 24 hours and intimate the redressal status to the Senior System Analyst on the same day.
 - d) The Senior System Analyst shall upload the same on the department's website within next 24 hours.
 - e) A separate tab will be created on the website of the Department for uploading the information.
 - f) For troubleshooting on any IT related glitches on a day to day basis SSA(IT) will designate an officer specially for 1967 helpline.
3. Assistant Commissioner(PGC) is also designated as AC(Grievance Redressal). He will coordinate the whole grievance redressal process with Zonal ACs, SSA(IT Wing) and the Department of Administrative Reforms to ensure that the reports are received and grievance redressal status is uploaded in the website in a time bound manner.

This issues with the approval of Commissioner (F&S)


(Anand Kumar Tiwari)
Additional Commissioner

Copy for compliance to :

1. Senior System Analyst (F&S).
2. All Zonal Assistant Commissioner.
3. Assistant Commissioner PGC (Sh Hukum Chand).

Copy for kind information to:

- 1). Secretary to Hon'ble Minister (F&S).
- 2). Commissioner (F&S)
- 3). Special Commissioner (F&S)
- 4). Office Copy.