

ADMINISTRATIVE REFORMS DEPARTMENT

SECTION A - ONGOING SCHEMES/PROGRAMMES

Sr. No	Name of the Scheme / Programme	Objectives	OUTPUTS				OUTCOMES				Remarks/ Risk Factors
			Indicator	Status 2019-20	Target 2020-21	Achievement 2020-21	Indicator	Status 2019-20	Target 2020-21	Achievement 2020-21	
1	2	3	4	5	6	7	8	9	10	11	12
1	PGMS - Public Grievance Monitoring System	Public Grievance Monitoring System (PGMS) deals with Monitoring and redressal of grievances received from Public. Grievances received from Public are forwarded to Concerned Departments for necessary action.	Number of Grievances/ Queries received	1,22,591	NA	1,26,726	Number of Grievances redressed/ Closed.	113485	NA	114715	
			Number of Call Agents deployed at Call Centre	15	15	NR	% of grievances redressed	93%	100%	91%	
2	Public Hearing (10:00 AM to 11:00 AM)	All officers of GNCTD were directed to be available in their seats between 10.00 am and 11.00 am with effect from 01.06.2017 for facilitating meetings to general public without appointments for hearing their grievances on all working days.	Number of Complaints received for absence of officers	37	NA	3	Number of absentees reports issued	37	NA	3	Complaints were not received except 3 due to enforcement of Lockdown after Covid 19 outbreak.
							Number of Compliance reports received.	15	NA	NR	
3	Field Visits by HODs on Weekly basis	Pr. Secretaries/ Secretaries /HODs were directed to carry out field visits once a week to monitor the working and progress of schemes being implemented by Administrative departments with effect from July 2017.	Number of Inspection Reports received.	317	720	Nil	Number of Field Visits Conducted.	317	720	Nil	No visits were conducted due to enforcement of Lockdown after Covid 19 outbreak during April 2020 to March 2021.
4	Anti - Corruption Helpline 1031 (Covid Helpline Number)	Cabinet vide decision no. 2132 dated 03.03.2015 has set up a call center which operates 24x7 helpline 1031 through NICS1 for receiving corruption related complaints from the public.	Number of Calls received related to Ration,curfew e-Pass, food shelters etc. (in lakh)		NA	11.55	Number of Calls answered related to Ration,curfew e-Pass, food shelters etc. (in lakh)		NA	10.86	1031 Helpline number is being used as Covid Helpline Number during Lockdown and thereafter too for resolving complaints and providing the facilities/help to needones.
			Number of Calls received related to Medical Facilities (in lakh)		NA	0.43	Number of Calls answered related to Medical Facilities (in lakh)		NA	0.42	

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5	Chief Minister's Urban Leader Fellowship Programme [RE 2020-21: Rs. 325 lakh Exp: Rs. 160 lakh] Revenue	Chief Minister's Urban Leadership Fellows (CMULF) Programme intends to train young professional from various fields to work with Government of NCT of Delhi. The Govt. of NCT of Delhi stands to get benefitted from energy and new ideas of freshly graduated youth, to be applied to policy and decision making processes.	Number of Fellows engaged	10	20	9	No. of Projects/ Programmes/Schemes undertaken by Fellows	10	20	9	The information for the period 1.1.2021 to 31.03.2021 is Nil.
			No. of Associate Fellows engaged	7	10	5	No. of Projects/ Programmes/ Schemes undertaken by Associate Fellows	7	10	5	
6	e-RTI Portal	Govt of NCT of Delhi has launched e-RTI portal www.rtionline.delhi.gov.in on 10.07.2017 with a aim to facilitate citizens of Delhi to file online RTI applications. This will save their valuable time and money and also make office paperless.	No. of e-RTI received	46,466	NA	47,418	No. of e-RTI disposed	38088	NA	41024	
			No. of Manpower Deployed	2	2	NR					
			No. of Appeals received	5,242	NA	5,291	No. of appeals disposed off	3731	NA	3956	
7	Salaries (including OTA, Office expenses, Medical Treatment, Domestic Travel Expenses)		% of sanctioned posts that are filled (Sanctioned posts - 36+4 kept in abeyance)	95%	100%	73%					
			Number of proposals received from departments for creation of posts	70	NA	127	Number of Work studies Conducted	70	NA	10	
			Number of new posts requested to be created	7,581	NA	10,039	Number of posts recommended for creation	3665	NA	1227	
			Number of O& M Inspections conducted	2	20	27	Number of Inspection reports issued	2	20	27	
			No. of Punctuality Drive Conducted	96	20	9	Number of Punctuality Drive reports issued	96	20	9	

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8	Door Step Delivery of Public Services [RE 2020-21- Rs. 700 lakh Exp.: Rs. 451 lakh]	Scheme "Doorstep Delivery of Public Services" will enable the citizens of Delhi to avail government services at their doorstep just with a call on the call centre number.	Total Number of Calls recived	9,68,056	NA	7,28,572	NO. of Service Requests (Total)				1,20,138		
			Total Number of Calls attended	9,45,809	NA	5,74,795	Number of service requests rejected due to deficiency		NA		42,640		
			Number of requests pending	22,247	NA	1,53,777							
			Number of Calls received for services belonging to (Total):	2,02,533	NA	1,20,138	Number of service Handled/ certificaes/ documents/ not eligible/ rejected durin verification etc./ issued to applicants belonging to (Total):	1,67,140	NA		77,678		
			Revenue Department	1,45,972	NA	93,876	Revenue Department	1,21,490	NA		67,883		
			Transport Department	46,214	NA	5,698	Transport Department	40,446	NA		3,194		
			Delhi Jal Board	3,173	NA	1,338	Delhi Jal Board	238	NA		827		
			Labour Department	191	NA	5,222	Labour Department	168	NA		2,142		
			Food & Supplies Department	5,553	NA	12,714	Food & Supplies Department	41	NA		3,429		
			Other Departments		NA	1,290	Other Departments		NA		203		
			Total Expenditure Incurred (In Rs. Lakh)	884.56	NA	451.38	Service Charge collected by VFS Company (Rs. In Lacs)		NA		38.83		