

ADMINISTRATIVE REFORMS DEPARTMENT											
SECTION A - ONGOING SCHEMES/PROGRAMMES											
Sr. No	Name of the Scheme / Programme	Objectives	OUTPUTS				OUTCOMES				Remarks/ Risk Factors
			Indicator	Achievement 2018-19	Achievement 2019-20 (baseline)	Target 2020-21	Indicator	Achievement 2018-19	Achievement 2019-20 (baseline)	Target 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	1,33,032	1,22,591	NA	Number of Grievances redressed/ Closed.	126150	113485	NA	
			Number of Call Agents deployed at Call Centre	15	15	15	% of grievances redressed	94.83%	93%	100%	
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	44	37	NA	Number of absentees reports issued	44	37	NA	
							Number of Compliance reports received.	24	15	NA	
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.	461	317	720	Number of Field Visits Conducted.	465	317	720	
4	Anti - Corruption Helpline 1031	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	NA		NA	Number of calls related to Corruption			NA	
			Number of call Agents deployed at Call Centre			5	Number of calls related to 1031 (Free Drugs)	32,357		NA	
							Number of calls related to Miscellaneous matters			NA	
							Number of calls related to grievance matters			NA	
							Percentage of feed back obtained for 1031 (Free Drugs)	46.65%		100%	

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5	Chief Minister's Urban Leader Fellowship Programme [Rs. 325 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	18	10	20	No. of Projects/ Programmes/ Schemes undertaken by Fellows	18	10	20	
			No. of Associate Fellows engaged	8	7	10	No. of Projects/ Programmes/ Schemes undertaken by Associate Fellows	8	7	10	
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	27,191	46,466	NA	No. of e-RTI disposed	30307	38088	NA	
			No. of Manpower Deployed	2	2	2					
			No. of Appeals received	3,072	5,242	NA	No. of appeals disposed off	3814	3731	NA	
7	Salaries (including OTA, Office expenses, Medical Treatment, Domestic Travel Expenses)		% of sanctioned posts that are filled (Sanctioned posts - 36+4 kept in abeyance)	73%	95%	100%					
			Number of proposals received from departments for creation of posts	67	70	NA	Number of Work studies Conducted	67	70	NA	
			Number of new posts requested to be created	9,439	7,581	NA	Number of posts recommended for creation	5759	3665	NA	
			Number of O& M Inspections conducted	35	2	20	Number of Inspection reports issued	35	2	20	
			No. of Punctuality Drive Conducted	112	96	20	Number of Punctuality Drive reports issued	112	96	20	
8	Door Step Delivery of Public Services [R- Rs. 700 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	1022871	968056	NA					
			Total Number of Calls attended	901352	945809	NA	Number of service requests rejected due to deficiency	71931		NA	

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1	2	3	4	5	6	7	8	9	10	11	12
			Number of requests pending	121519	22247	NA					
			Number of Calls received for services belonging to (Total):	151374	202533	NA	Number of service Handled/ certificaes/ documents/ not eligible/ rejected durin verification etc./ issued to applicants belonging to (Total):	65549	167140	NA	
			Revenue Department	90918	145972	NA	Revenue Department	45121	121490	NA	
			Transport Department	39799	46214	NA	Transport Department	16146	40446	NA	
			Social Welfare Department	1237	412	NA	Social Welfare Department	43	2457	NA	
			SC/ST/OBC&Minorities Department	360	599	NA	SC/ST/OBC&Minori ties Department	139	2164	NA	
			Delhi Jal Board	5,018	3173	NA	Delhi Jal Board	1703	238	NA	
			Labour Department	164	191	NA	Labour Department	39	168	NA	
			Food & Supplies Department	13,878	5,553	NA	Food & Supplies Department	2358	41	NA	
			Delhi Tourism & Transportatation Development Corporation		15	NA	Delhi Tourism & Transportatation Development Corporation		96	NA	
			Dte. Of Higher Education		45	NA	Dte. Of Higher Education		25	NA	
			Tourism Department		12	NA	Tourism Department		10	NA	
			Delhi Transport Corporation		89	NA	Delhi Transport Corporation		5	NA	
			Drugs Control		1	NA	Drugs Control		0	NA	
			Women& Child Development		228	NA	Women& Child Development		0	NA	
			Delhi Pharmacy Council		29	NA	Delhi Pharmacy Council		0	NA	
							Service Charge collected by VFS Company (Rs. In Lacs)	Approx 67 Lakh		NA	
			Total Expenditure Incurred (In Rs. Lakh)	264	885	NA					