



DIRECTORATE OF FAMILY WELFARE,  
GOVT. OF NCT OF DELHI  
'B' & 'C' WING 7<sup>TH</sup> FLOOR, VIKAS BHAWAN -II,  
NEAR METCALF HOUSE, CIVIL LINES, DELHI -110054.  
(ADMINISTRATION BRANCH)

F.3/RTI/DFW/Transparency Audit/2023/889-92

Dated:- 01/12/24

**OFFICE ORDER**

As regard to implementation of suo-moto disclosure and third party party Audit under Section 4 and Section 4 (1)(b) of Right to Information (RTI) Act, 2005 and w.r.t. point no. 4.5.1 of self appraisal report, a committee for redressal of RTI related grievances/issues w.r.t. DFW, GNCTD is hereby constituted as follows:-

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| 1. Dr. Vandana Bagga, Director, DFW | - First Appellate Authority           |
| 2. Dr. Suresh Seth, CMO(SAG), DFW   | - PIO                                 |
| 3. Dr. Monalisa Borah, CMO, DFW     | - APIO                                |
| 4. concerned SPO/PO/Branch Incharge | - may be included as co-opted member. |

This issues with the prior approval of Director, DFW, GNCTD.

*Amit*  
01/12/24  
(DR. AMIT KUMAR MONDAL)  
HEAD OF OFFICE, DFW

F.3/RTI/DFW/Transparency Audit/2023/889-92

Dated:- 01/12/24

Copy for information:-

1. PA to Director, DFW, 7<sup>th</sup> Floor, Vikas Bhawan II, Civil Line, New Delhi- 110054
2. Dr. Suresh Seth, CMO(SAG), DFW, 7<sup>th</sup> Floor, Vikas Bhawan II, Civil Line, New Delhi- 110054
3. Dr. Monalisa Borah, SMO, DFW, 7<sup>th</sup> Floor, Vikas Bhawan II, Civil Line, New Delhi- 110054
4. Concerned SPO/PO/Branch Incharge, DFW, 7<sup>th</sup> Floor, Vikas Bhawan II, Civil Line, New Delhi- 110054

*Amit*  
01/12/24  
(DR. AMIT KUMAR MONDAL)  
HEAD OF OFFICE, DFW

## Grievance Redressal Mechanism

The Directorate of Family Welfare (DFW), GNCT, Delhi has institutionalized grievance redressal mechanism. The mechanism addresses both physical (offline) and online complaints.

### Online Mechanism:

1. **CPGRAMS:** Centralized Public Grievance Redress and Monitoring System is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.
2. **PGMS:** Public Grievance Monitoring System is online complaint registration mechanism created by Delhi state. The Administrative Reforms (AR) department of GNTCD is the nodal department.
3. **LG Listening Post:** On Listening Post of Lt. Governor portal, citizens can log a complaint related to GNCTD. Contents of the portal are maintained by Listening Post, Lieutenant Governor's Secretariat Delhi.

### Offline Mechanism:

1. **Sexual Harassment Committee:** In order address complaints related to sexual harassment in the DFW, the Directorate has constituted a Sexual Harassment Committee to deals with the issues on priority basis.
2. **State Welfare Officer:** To look after the matter related to welfare of the staff posted at DFW, the Competent Authority has appointed a State Welfare Officer.