

# **MANUAL 1**

## **PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES**

[SECTION 4(1)(b)(i)]

{Updated on 19/01/2015}

### **1. AIMS AND OBJECTIVES**

To provide good governance and bring in a culture of transparency, accountability and provide citizen friendly services.

### **2. MISSION**

The mission of Department is to act as a facilitator, in consultation with Government of India, Departments of Delhi Government, its Autonomous Bodies and Undertakings etc. to improve Government functioning through administrative reforms in the spheres of restructuring the Government, process improvement, organization & methods, grievance handling, modernization, citizens' charters, award scheme and best practices.

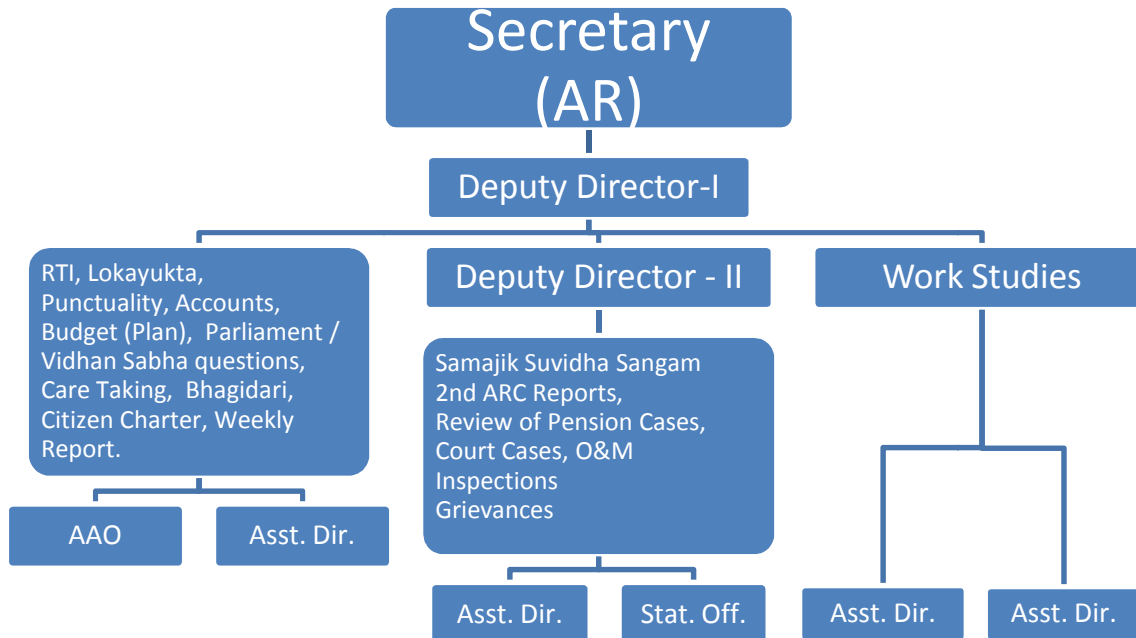
### **3. BRIEF HISTORY**

On the recommendations of the First Administrative Reforms Commission, a small cell was created in Delhi Administration to look after issues relating to administrative reforms and staff assessment studies. Its role was extended from time to time by including new activities like O&M studies, office inspections, redressal of public grievances etc.

It is working as secretariat Department for the office of Lokayukta and Public Grievances Commission. It is also working as an administrative Department for Samajik Suvidha Sangam (Mission Convergence). It is the nodal Department for implementation of Delhi Right to Information Act, 2001 and Right to Information Act, 2005. It has been declared as an independent department in April, 2005 with administrative and financial powers.

#### 4. ORGANISATIONAL SET UP

It is headed by Secretary (AR). He is assisted by an Advisor, two Deputy Directors, four Assistant Directors, one Assistant Accounts Officer, and one Statistical Officer besides other supporting staff. The present organization chart is as under: -



#### 5. ALLOCATION OF BUSINESS / DUTIES AND SERVICES RENDERED

The Administrative Reforms Department is responsible for performing the following activities: -

- Administrative Reforms
- Work Study
- Re-organization of department
- Organization & Method
- Office Inspections
- Redressal of Public Grievances
- Good governance activities
- Right to Information Act(s)
- Secretariat functions of Lokayukta Office
- Secretariat functions of PGC
- Incentive schemes for officers and staff in the field of Administrative Reforms
- Conducting of departmental tests / examination in MOP & RTI Act, 2005.
- Monitoring of punctuality in attendance and surprise inspections.
- Empanelment of Consultant for projects & studies concerning administrative reforms
- Nodal agency for Citizen Charters
- Business Process Re-engineering

## **6. PUBLIC INTERACTION**

By and large, it is not a public dealing department but public does interact with it in connection with Right to Information and grievances redressal.

## **7. LOCATION & MAP**

It is located in Delhi Secretariat Building on 7<sup>th</sup> Floor and its postal address is :

Administrative Reforms Department,  
Government of National Capital Territory of Delhi,  
7<sup>th</sup> Floor, C-Wing, Delhi Secretariat, New Delhi – 110 002  
Tele Nos. 23392240/23392143/23392422/23392620/23392421/23392726  
TELEFAX: 23392621

Field Units : It has got no field units.

## **8. WORKING HOURS**

9.30 AM to 6.00 PM (Lunch 1.30 PM to 2.00 PM)

## **9. GRIEVANCES REDRESSAL MECHANISM**

The Department has set up an independent Public Grievances Commission through a Resolution for effective redressal of grievances. It is an autonomous body, which attends to complaints received against the Departments of Government of Delhi including Delhi Police, its local bodies, undertakings, autonomous institutions, undertaking etc. The Commission is responsible for speedy redressal of complaints related to acts and omission or of commission. It can also take up *suo motu* action where required. However, the grievances received in the Department online from President's Secretariat are forwarded to PGC and those received from general public are acknowledged and forwarded to PGC or the concerned Department for its redressal.