

# Administrative Reforms Department



# Administrative Reforms Department

The Administrative Reforms Department acts as a facilitator, in consultation with the Government of India, various Departments of Delhi Government, its autonomous bodies and undertakings etc. to improve Government functioning. It works towards administrative reforms in the spheres of restructuring the Government, process improvement, organization & methods, grievance handling, modernization, citizen's charters, award scheme and best practices.

## GOALS OF THE ADMINISTRATIVE REFORMS DEPARTMENT:

### 1. Redressal of Public Grievances

Ensuring speedy redressal of complaints of the public against the acts of omission or of commission of the departments of the Delhi Government.

### 2. Ease the process of availing public services

Increasing the access to public services by promoting faceless delivery through the internet or through doorstep delivery.

## GOAL 1: Redressal of Public Grievances

Ensuring speedy redressal of complaints of the public against the acts of omission or of commission of the departments of the Delhi Government.

Schemes included:

S.No.	Name of Scheme	Budget Allocation 2021-22 (In Cr)
1	Public Grievance Monitoring System	

S. No.	Name of the Scheme	Scheme Objective	OC/ OP	Indicator	Actuals		Target	Actuals
					FY 20	FY 21	FY 22	Q2 21-22
1	<b>Public Grievance Monitoring System</b>	Public Grievance Monitoring System (PGMS) deals with monitoring and redressal of grievances received from public. Grievances received from public are forwarded to the concerned Departments for necessary action	OP	Number of grievances received	123024	123034	150000	65232
			OP	Number of grievances redressed/ closed	122004	121993	150000	56888
			OC	% of citizens satisfied with grievance redressal	39	37	50	87

## GOAL 2: Ease the process of availing public services

Increasing the access to public services by promoting faceless delivery through the internet or through doorstep delivery.

Schemes included:

S.No.	Name of Scheme	Budget Allocation 2021-22 (In Cr)
1	Doorstep Delivery	16
2	eRTI	

S. No.	Name of the Scheme	Scheme Objective	OC/ OP	Indicator	Actuals		Target	Actuals
					FY 20	FY 21	FY 22	Q2 21-22
1	Doorstep Delivery	To enable the citizens of Delhi to avail government services at their doorstep just with a call on the call centre number	OP	Total number of calls attended	945870	573239	NA	630133
			OP	Total number of service requests received	201067	120138	NA	296631
			OC	Total number of service requests fulfilled	166258	77678	NA	79770
			OP	Number of service requests rejected due to deficiency	34809	42460	NA	55784
			OP	Total Mobile Sahayaks engaged	70-100	70-100	NA	50
			OP	Total number of services being offered under doorstep delivery	100	100	NA	100
			OC	% share of the 100 services delivered through doorstep delivery mode	NA	NA	NA	NA

S. No.	Name of the Scheme	Scheme Objective	OC/ OP	Indicator	Actuals		Target	Actuals
					FY 20	FY 21	FY 22	Q2 21-22
2	eRTI	Government of NCT of Delhi has launched the e-RTI portal on 10.07.2017 with the aim of facilitating citizens of Delhi in filing online RTI applications	OP	Number of new eRTI received	47107	47516	NA	34240
			OP	Number of eRTI disposed of within 30 days	44579	42377	NA	26653
			OP	Number of eRTI pending	2341	4850	NA	4724