

CITIZENS' CHARTER

SERVICES DEPARTMENT, GOVT. OF NCT OF DELHI

INTRODUCTION

Man power in any organization is the key to its efficient functioning and is the most precious asset of the organization. The Services Department, Govt. of NCT of Delhi strives to take care of this important asset and is mainly involved in the Human Resources Development and man power management for the various Departments of the Govt. of NCT of Delhi in following ways:

- 1) Proper and efficient personnel management of IAS/DANICS/DASS Cadre employees and Stenographers of Govt. of NCT of Delhi.
- 2) In Service training of IAS/DANICS/DASS and other employees of Govt. of NCT of Delhi.
- 3) Providing advice in service matters to the various Departments of the Govt. of NCT of Delhi.
- 4) Taking care of the welfare of the employees of Govt. of NCT of Delhi.

OUR MISSION

To channelize the human resource towards attaining policies of the Government

To harmonize the aspirations of human capital with the challenges of administration. development and welfare of citizens

To develop, motivate and deploy human competence and potentials towards attainment of goals of the Government

To strive for professional involvement and self-actualization of Government employees with the process of accomplishment of Visions of the State and the Nation

OUR VISION

TRANSPARENCY

Transparency is key for professionalism

Maximum possible data sharing

Free dialogue encouraged

To move towards tangible performance appraisal and measurement of team results

TRUST

Development of Trust through a Career Development Plan:

In 30 years of service in the Government, on an average, 10 to 12 postings are given. These could be categorized in the following functional categories:

- i. Regulatory and Revenue generating
- ii. Development and Welfare oriented
- iii. Service rendering
- iv. Deputation to Local/Autonomous Bodies etc.

Every officer could get a minimum of 2 postings in each of the above 4 categories

Specialization should be balanced with job enrichment

Team Spirit: No single individual can achieve large tasks. Team spirit should be rated high in the scheme of things

Leadership rather than supervision should be encouraged

TALENT

- Due recognition of talent and potentials
- Planned training programs followed by appropriate posting
- Self-actualization through creative and innovative action

TRUTH

- Ethical Values
- Societal concern
- Personal Integrity

OUR CLIENTS

- 1) Departments of the Govt. of NCT of Delhi.
- 2) All the IAS/DANICS/DASS/STENO cadre employees of the Govt. of NCT of Delhi.

OUR SERVICES

- 1) To Departments of Govt. of NCT of Delhi:
 - a. Posting of adequate number of employees of IAS/DANICS/DASS/Steno Cadre.
 - b. Posting of suitable employees as per the requirement of vacancies like educational qualification, experience, vigilance record etc. of the employees.
 - c. Confer Ex-officio status upon various officers of the Govt. of NCT of Delhi at the Secretariat level, declaration of Head of Department and engagement of consultants.
 - d. Identifying the training needs of the employees of the Govt. of NCT of Delhi working for various Departments and arranging for suitable training, as a step towards maintaining and increasing the efficiency of the Departments.
 - e. Redeployment of surplus staff.
 - f. Providing advice on framing and amendment of Service/Recruitment Rules in terms of instructions issued by DOP&T on the subjects.
 - g. Providing advice in service matters in terms of instructions/OMs etc issued by DOP&T, Govt. of India.
 - h. Forwarding guidelines in the matter of Reservation for SC/ST/OBC/PH/Ex-Service Men, for appointment on civil posts in G.N.C.T of Delhi, as issued by Govt. of India.
- 2) To employees of the Govt. of NCT of Delhi:
 - a. Promotion of IAS/DANICS/DASS/STENO Cadre.
 - b. Grant of ACP/MACP benefits to DASS Cadre and Stenographers.
 - c. Processing the different service matters of IAS/DANICS Cadre with MHA.
 - d. Appointment on Compassionate grounds.
 - e. After completion of ACR/APAR of DASS & Stenos GNCTD Service & maintenance thereon.
 - f. Seniority to DASS Cadre & Steno Cadre officials.
 - g. Forwarding applications to Directorate of Training & Technical Education as per their schedule for conducting of Type Writing/Steno Test for Grade-IV (DASS) appointed on compassionate grounds/re-deployment/absorption/ promotion and Stenographer Grade-III appointed on compassionate grounds.
 - h. Giving Type Writing Test exemption as per DOP&T direction under F.R. 26 to Grade-IV (DASS)/LDC appointed on compassionate grounds/ promotion from Class-IV/ Group 'D' employees (now Group 'C').
 - i. Nominating newly recruited Gr.IV (DASS)/LDC officials for foundation training (computer skill, office procedure, public dealing etc.) of 30 days in Directorate of Training UTCS

Grievance Redressal

- 1) The Complaint of public against any employee belonging to cadres managed/controlled by Services Department is dealt on priority and appropriate action is taken.
- 2) The Grievances of employees belonging to cadres managed/controlled by Services Department regarding any service matter are attended promptly in its right earnest and appropriate action is taken. The Government employees may also need in person the Secretary (Services) between 12:00 to 1:00 P.M and the Special Secretary (Services) between 12:00 to 1:00 P.M on all working days. At other times, all officers can be contacted by appointment.

ANY PERSON CAN CONTACT THE OFFICERS OF SERVICES DEPARTMENT, GOVT. OF NCT OF DELHI AS PER DETAILS GIVEN BELOW FOR GRIEVANCE REDRESSAL AUTHORITY, DESIGNATION AND OFFICIAL ADDRESS	NATURE OF GRIEVANCE
Secretary (Services) 7 th Level, B-Wing, Delhi Secretariat I.P. Estate, New Delhi PIN-110002 Telephone No. 23392142 Telefax: 23392150 E-mail: secservices@nic.in	All grievances related to Service matters of employees of Govt. of NCT of Delhi
Special Secretary (Services) 7 th Level, B-Wing, Delhi Secretariat I.P. Estate, New Delhi PIN-110002 Telephone No. 23392142 E-mail: ssservices.delhi@nic.in	All grievances related to service matters of IAS, DANICS & Grade-I (DASS) of Govt. of NCT of Delhi
Deputy Secretary (Services) 7 th Level, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi PIN-110002	All grievances related to service matters of Grade-II, Grade-III Grade-IV (DASS) and Stenographers of Govt. of NCT of Delhi