

DELHI DEVELOPMENT AUTHORITY

[Special Task Force]

Agenda for the 12th meeting of Special Task Force (STF) scheduled on 04.10.2018.

1. Grievances received through hard-copy and forwarded to the concerned local bodies / Government Agencies till **03.10.2018**:
 - a) References forwarded by the Member of the Monitoring Committee : 012
 - b) Complaints received through Monitoring Committee : 147
 - c) Complaints received through the office of the Chairman, STF : 1009
 - d) Complaints received through the office of the Member Secretary, STF : 159
 - e) Complaints received through misc. offices (eg. MoHUA, LG etc.) : 165
 - f) **Complaints received through LG listening post and PGMS : 053**

TOTAL (excluding duplicates) : 1545

- g) Monthly breakup of the above mentioned public grievances.

Complaints Received Through:	May	June	July	Aug.	Sept.	Total
Monitoring Committee:	9	50	34	37	29	159
Office the Chairman, STF:	22	170	199	397	221	1009
Office of Comm.(Plg.), DDA:	5	17	6	100	31	159
Misc. offices (e.g. MoHUALG etc.):	4	41	74	45	1	165
LG listening post and PGMS:	0	0	0	0	53	53
Total	40	278	313	579	335	1545

- h) Complaints received by post forwarded to respective local bodies/Govt. Deptts.

ULB/Govt. agencies	No. of grievances *	No. of Action Taken report received
North DMC	460	153
South DMC	738	347
East DMC	231	167
NDMC	046	033
DDA	137	119
PWD	011	008
Revenue	029	Nil
NHAI	001	001
Police	006	Nil
Forest Deptt.	001	Nil
TOTAL	1660*	828

- h) Grievances received through PGMS & LG Listening Post till **01.10.2018**
(Recently added online portal)

ULB/Govt. agencies	No. of grievances	Action Taken report received
North DMC	17	Nil
South DMC	08	
East DMC	02	
Others**	06	
TOTAL	53	

Note:

- i. *Applications include general/common references sent to more than one ULBs/Govt. deptts.*
 - ii. ATR of public grievances received from PGMS and LG listening Post web portal has not been received.*
 - iii. ** Grievances related to objection / suggestion / clarifications.*
2. Compliance report sought in respect of references received from Monitoring Committee:
 - a) Letter vide dated 20.09.2018 wherein action has been sought against the Farms house and Motels running in violation of sanctioned building plans and completion plan falling under the jurisdiction of South DMC(South Zone) (Enclosure-1).
 - b) Action to be taken for removal / clearance of encroachments and retrieving DDA land in village Kilokri. (Pertains to SDMC) (Enclosure-2)
 3. Status of Action taken report in a consolidated format has not been received from PWD, GNCTD and Revenue Deptt.
 4. In light of low rate of compliance on public grievances and reference received from Anti Corruption Bureau vide its grievance No. 2018118026 on PGMS web portal, the concerned local bodies/ govt. agencies is to provide report on action taken against the erring officials. Action is being taken only on 17% of total complaints received (through mobile app, web portal and post) which needs to be expedited by the concerned ULB/govt. agencies. (Enclosure-3)
 5. Director (LM)- I, DDA vide letter dated 01.10.2018 has sought action to be taken by North DMC in the matter of unauthorized encroachments adjoining DDA's Transit camp in unauthorized colony known as Gayetri Colony. (Enclosure-4).
 6. In addition to above, all the concerned ULBs have to bring the following details in the meeting for apprising the Hon'ble Court in the next hearing:
 - a. Regularization of Shop cum residential complex, list of LSC and CSC along with the road width abutting the said markets.
 - b. List of Parking Lots (existing and proposed) in or near LSC and Shop-cu-residential plots and their status with respect to action taken after allotment/identification.
 - c. List of pedestrian streets (declared, under process and proposed).
 - d. List of properties regularised/benefit by the MPD modification.
 - e. Action taken w.r.t. implementation of notification dated 21.06.2018.
 - i. Actions related to regularization/sanctioning of revised plans.
 - ii. Actions taken for infrastructure up gradation in such areas and other areas brought under redevelopment.
 - iii. Number of streets pedestrianized under the said notification.
 - iv. Provisions for Solid Waste Management/plants setup so far.
 7. Other Issues:
 - a. Various complaints have been received telephonically in the office of the STF regarding no updation/information on the status of the grievances by the complainant.