

1. Vision and Mission of General Administrative Department .

The General Administration Department aims to provide secretarial services, security and house keeping jobs for Delhi Government Secretariat and Cabinet and also to facilitate the Council of Ministers, Heads of Departments in Delhi Secretariat in the discharge of their duties and responsibilities.

2. Details of Business/ service transacted/provided by the G.A.D.

We provide salaries and allowances, infrastructure facilities to the Council of Ministers, Senior officers and their staff, payment of pension and medical reimbursement to freedom fighters, organizing sports inter-zonal competitions, maintenance and security of the Secretariat building. We also facilitate the Council of Minister and Senior Officers of Govt. of NCT of Delhi in their foreign visits and Co-ordinate between the Departments of Govt. of NCT of Delhi. To provide the above facilities, GAD functions through six branches as under:-

- 1. Accounts Branch**
- 2. Administration Branch.**
- 3. Care taking Branch.**
- 4. Coordination Branch.**
- 5. Sports Branch & FFC**
- 6. Protocol Branch.**
- 7. R & I Branch.**

3. Details of Customers/ Clients.

There is no direct dealing with the Customers/Clients. However, the G.A.D. is dealing with the affairs of following offices:

- 1. Chief Minister Office.**
- 2. Minister of Finance Minister.**
- 3. Minister of Education & Tourism.**
- 4. Minister of Industries.**
- 5. Minister of Food & Supplies, Development & Revenue.**
- 6. Minister of Health/Social Welfare.**

7. **Minister of Transport/Power.**
8. **Pr.Secretary Home/Health/Law/Planning/Services
Finance/Power/IT/UD.**

4. Types of services being provided.

We provide the following services:-

1. **Provide salaries and other allowances to the staff of General Administration Department.**
2. **Provide caretaking , security arrangements in Secretariat building.**
3. **Provide the necessary protocol facilities to Ministers and Officers of G.A.D. in their foreign visits.**
4. **Provide protocol facilities to the visiting foreign and other dignitaries at the Secretariat.**
5. **Organise the sports Inter-Zonal competitions amongst the departments of the Government of Delhi.**
6. **Provide coordination between various departments of Government of Delhi.**
7. **Provide pension and medical facilities to the Freedom Fighters of Delhi.**
8. **Public grievances.**
9. **Implementation of Delhi RTI Act. 2001.**
10. **Implementation of Delhi RTI Act.2005**

5. Details of mechanism available for redressal of public grievances.

Normally the grievances of the staff are heard and decided by the senior officers of the department. However, in some cases the officials approach to the Public Grievance Commission which is functioning at “M” Block, IInd Floor, Vikas Bhavan, New Delhi. The Public Grievance Commission is an autonomous body which attends the complaints received against the various departments of Delhi Government as well as its Local Bodies, Undertakings, Autonomous Institutions etc.

The Commission is an independent body responsible for speedy redressal of complaints relating to acts of omission or of commission and can also take suo-motu action, if required.

Besides this, office of Lokayukta has also been established for attending to the complaints against public functionaries, Ministers including the Chief Minister of Delhi Government, Members of Delhi Legislative Assembly, Members of Delhi Municipal Corporation etc. Its office address is as under:-

**Office of the Lokayukta
“G” Block, Vikas Bhawan,
I.T.O.Complex, New Delhi**

We also provide information to the public under Delhi Right Information Act, 2001 and Right to Information Act. 2005. For this purpose PIO, APIO and First Appellate Authority have been appointed as under:

1.Secy.(GAD)	: First Appellant Authority
2.Dy.Secy.(GAD)	: Public Information Officer
3.Supdt.GAD(Admn.)	:APIO
4.Supdt. GAD (Caretaking)	:APIO
5.Supdt.GAD(Protocol)	:APIO
6.Supdt. GAD (CN)	:APIO
7.Supdt.GAD(Sports)	:APIO

6. Expectations from the Citizens.

The main expectation of the citizen from the concerned department is about their grievances. The citizens seeking redresal of their grievances in the G.A.D. can contact the senior officers of the department as and when required. The citizens are treated with courtesy and heard patiently to solve their problems. They are also given necessary guidance and assistance for getting the information under the RTI Act.

DIRECTORY OF OFFICERS

S.NO	NAME OF OFFICE	TELEPHONE
1.	Ms.Shakuntla D. Gamlin, Secretary (G.A.D)	23392142
2.	Sh.P.C.Jain, Joint Secretary (G.A.D)	23392122
3.	Sh.J.G.Nanda, Dy.Secretary (G.A.D.-I)	23392128
4.	Sh.S.K.Chug, Dy.Secretary (G.A.D.-II)	23392168
5.	Sh.Ajay Chakti, Dy.Secretary (G.A.D.-III)	23392447

**For further details please visit our web site at
<http://www.delhigovt.nic.in>**