

Mechanism to deal with complaints under paras 20, 21 and 24 of the Citizen's Charter

Mode of receiving complaints/suggestions under paras 20 and 21

1. Any complaint/suggestion in a sealed cover addressed to the Registrar (Vigilance), High Court of Delhi and marked 'Confidential' may be either dropped in the complaint boxes in the High Court premises or sent by post or e-mail or delivered in person to the Registrar (Vigilance).
2. The complaint boxes shall be opened periodically in the presence of Registrar (Vigilance).
3. Suggestions pertaining to any amenity or facility in the High Court shall be forwarded to Registrar (Genl. Admn.) who shall, within a period of 15 days, revert to the Registrar General about the action taken thereon. The person making the suggestion shall also be communicated the action taken within 30 days.
4. Complaints against the Gazetted staff and the Non-gazetted staff of the High Court shall be referred to a Vigilance Committee (VC) comprising of the three senior most Registrars. Frivolous complaints or complaints which in the opinion of the Registrar (Vigilance) do not warrant any action, will be filed and an intimation to that effect will be sent to the complainant.

Role of Vigilance Committee (VC)

5. Complaints against the non-gazetted staff shall be examined by the VC within a period of 15 days of the receipt of complaint. The VC shall forward its recommendations to the Registrar (Vigilance) who will, within five days thereafter, forward the same with his/her comments to the Registrar General. Thereafter, the Registrar General shall take necessary action within 30 days on the basis of the recommendations of the VC and the comments of Registrar (Vigilance). The action so taken shall be communicated to the complainant within 30 days.
6. Complaints against the gazetted staff will be referred by the Registrar (Vigilance) to the VC which in turn shall submit its recommendations within 15 days of the receipt of such complaint to the Registrar (Vigilance). The Registrar (vigilance) shall within five days, thereafter forward the same with his/her comments to the Registrar General. The Registrar General shall within 7 days forward the complaint, with the recommendations of the VC and of the Registrar (Vigilance) along with his/her own recommendations to Hon'ble the Chief Justice. The action ultimately taken on the complaint, shall be communicated to the complainant within 30 days.

Representation to Registrar General under para 24

7. Whenever any representation is received by Registrar General about no action having been taken on a complaint, s/he shall call for a report from the Vigilance Committee or Registrar (Vigilance), as the case may be and the action taken on his/her complaint shall be communicated to the complainant.

High Court of Delhi
Format of Complaint / Suggestions
(Under Para 20 & 21 of the Citizen's Charter)

- 1. Name
- 2. Name of Father/Spouse
- 3. Postal Address
- 4. E-mail
- 5. Phone: Landline..... Mobile.....
- 6. Is it a complaint against the staff of High Court*? : Yes/No
- 7. Is it a suggestion with regard to any amenity/facility*? : Yes/No
- 8. Whether any previous similar complaint/suggestions have been made? : Yes/No
If yes, date of such previous complaint/suggestions
- 9. Whether you desire the information submitted to be kept confidential : Yes/No

10. Details of complaint/suggestions to be set out within the space provide below (additional sheet may be attached, if required):

Verification: I hereby verify that the information furnished hereinabove is true and correct.

Place:
Date :

Signature

*Note: No complaint or suggestions of any other nature shall be entertained

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दिल्ली उच्च न्यायालय
शिकायत / सुझाव का रूप विधान
(नागरिक अधिकार-पत्र के पैरा 20 एवं 21 के अंतर्गत)

1. नाम :
2. पिता / पति / पत्नी का नाम :
3. पता :
4. ई-मेल :
5. फोन: लैंडलाइन..... मोबाइल.....
6. क्या यह शिकायत उच्च न्यायालय के किसी कर्मचारी के विरुद्ध हैं*?: हाँ/नहीं
7. क्या यह सुझाव किसी सुविधा के सम्बन्ध में हैं*?: हाँ/नहीं
8. क्या इससे पहले भी इसी प्रकार की कोई शिकायत / सुझाव दिए गये हैं?: हाँ/नहीं
यदि हाँ तो ऐसी पूर्व शिकायत/सुझाव की तिथि
9. क्या आप चाहते हैं कि दी गई सूचना गुप्त रखी जाए: हाँ/नहीं
10. नीचे दिए गये स्थान के अंदर शिकायत / सुझाव का विवरण (अतिरिक्त शीट लगाई जा सकती है, यदि आवश्यकता हो) लिखें:

सत्यापन: मैं एतद्वारा सत्यापित करता हूँ कि यहाँ ऊपर दी गयी सूचना सत्य एवं सही है।

स्थान:

तिथि:

हस्ताक्षर

*नोट: किसी अन्य प्रकृति की शिकायत / सुझाव पर विचार नहीं किया जाएगा।