

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10  
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010

**GRIEVANCE CELL**

No.AN/Grievance/Report/Meeting/Vol.V

Dated: 29/06/2017


To,  
The PCsDA / CsDA / PC of A/cs (Factories)

Subject:- Delay in Redressal of CPGRAMS grievances.

It has been noticed that the grievances received through CPGRAMS are not attended as per the Ministry's guidelines circulated from time to time. In this regard kind attention is invited to this HQrs. Office letter of even no. dated 17.04.2017 (copy attached) vide which DARPG instructions have been circulated for strict compliance, and redressal of public grievances within the stipulated time frame of 60 days.


2. It is pertinent to mention here that an action taken report on the pending grievances has been called for by the Ministry by 15<sup>th</sup> July 2017. Therefore, it is requested that the grievances pending for more than 2 months in your organization may please be reviewed at your level on fortnightly basis. Further, you may direct Grievance Officer of your organization to monitor these on weekly basis and as directed by the Ministry he/she may speak to at least five persons on monthly basis, whose grievances have been settled.

**Please accord Priority.**

  
(Sham Dev )  
Jt. CGDA (Admin)

Copy to :-

1. The Grievance Officers of  
Controller Offices
  2. All sections in this HQrs. Office
  3. IT and S (Wing)
- } For information and necessary action.  
- For information with a request to upload the same on CGDA's website.

  
(Sham Dev )  
Jt. CGDA (Admin)