

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: 8/01/2017

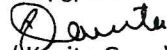
To,
The Grievance Officer
O/O the PCsDA / CsDA / PC of A/cs (Factories)

Subject:- Issues highlighted by the Ministry of Personnel, Public Grievances and Pension, DARPG during the review meeting held during 09th December 2016.

The Meeting to review the status of redress of pending grievances was held on 09th December 2016 at DARPG. During the meeting the Ministry has pointed out that the replies to the grievances are not uploaded on the portal and also stated that the qualitative disposal of the grievances is of utmost importance. Therefore, reasoned reply should be sent to the citizen and duly uploaded on pgportal before disposal of the grievance. In this regard this Office has already issued circulars dated 19.12.2014, 15.09.2015, 07.12.2015 and 06.10.2016 to PCsDA/CsDA/All sections in this HQr. Office to strictly adhere to the guidelines issued by the Ministry in redress of grievances.

2. Further, the following issues were also highlighted/discussed during the review meeting. The same are forwarded for strict compliance :-

- (i) The office should analyze the grievances received by them to identify grievance prone areas for taking remedial measures.
- (ii) The disposal of the grievances should be reviewed to examine whether the reply of the grievance was uploaded on the system. The attached/subordinate offices should be sensitized in this regard.
- (iii) A grievance should be redressed within a period of maximum of two months of its receipt. If finalization of a decision on a particular grievance is anticipated to take longer than two months, an interim reply should invariably be sent.
- (iv) If a grievance involves policy decision/statutory change/court related matter, it could be closed under intimation to the petitioner with the comments that it could be revisited, in case any fresh development in the matter merits the same.
- (v) The office is required to examine the type of cases pending and immediately return the grievances to the sender organization which do not pertain to them.
- (vi) The physical copy of the grievance should be scanned and uploaded on pgportal for taking appropriate action.
- (vii) Pension cases should be dealt on priority basis and should not be kept pending.
- (viii) The office should conduct review of grievances regularly at higher levels.
- (ix) The office should expeditiously examine the grievances received by them and return back the grievances which do not pertain to them within a period of maximum five working days. All the attached and subordinate offices should also be instructed accordingly.
- (x) The citizen sending their grievance on e-mail should be requested to lodge grievance on "pgportal.gov.in".
- (xi) The name of the Nodal Public Grievance Officer is to be updated on pgportal.


(Kavita Garg)

Sr. Dy. CGDA (Admin) & Grievances Officer

Copy to :-

1. All sections in this HQrs. Office - For similar action.
2. IT&S(Wing) - For similar action with the request to upload in the CGDA's website.


(Kavita Garg)

Sr. Dy. CGDA (Admin) & Grievances Officer