

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: 17/04/2017

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

Subject:- Feedback on Grievances disposed on CPGRAM – regarding.

Reference:- MoD (Fin) ID No.33(2)/C/2017/T-III(585) dated 29.03.2017 and
र.म.(वित्त) अ.वि.सं. एफ. 33(2)/सी/2017/T-III (72H) दिनांक 30.03.2017

In continuation to this office letter No.AN/GC/MoD Direct/By Post/Vol.I dated 10.03.2017. The Ministry has further issued the following instructions for strict compliance.

- (I) All Grievance Officers to ensure rendition of a reasoned reply to the complainants/petitioners to improve satisfaction ratings as desired by DARPG.
- (II) Work in coordination with each other to tackle the utility shifting problem and ensure sensitization of officers and use of technology to increase efficiency and effectiveness in governance and redress of public grievance with in the stipulated time frame of 60 days.

2. In view of above, it is requested that the quality of action on disposal of grievances, by giving well-reasoned speaking order while closing a grievance and uploading of relevant documents on CPGRAMS may please be ensured.

This issues with the approval of Sr.Dy.CGDA (AN) & Grievance Officer.

Encl: One


For C.G.D.A.

Copy to :-

1. All sections of HQrs. Office - For similar action
2. IT and S (Wing) - For similar action with the request to upload in the CGDA's website.
3. Ms. Anu Arora, Assistant Financial Advisor Ministry of Defence (Finance) DAD Coord, South Block, New Delhi. - For information with reference to their ID No.33(2)/C/2017/T-III(585)dated 29.03.2017 and र.म.(वित्त) अ.वि.सं. एफ. 33(2)/ सी/2017/T-III (72H) दिनांक 30.03.2017


For C.G.D.A.

Defence Finance Nolv'16 to Feb (till Date)

Total Feedback: 13

Not satisfied:11

Partially satisfied:0

Satisfied:2

Sl. No.	Contact	Grievance	Department/ Ministry	Feedback	Reason for Not satisfied
1	8123353116	FADSS/E/2016/00093	Defence Fiance	Not satisfied	Reply not satisfactory
2	9765598510	FADSS/E/2016/01013	-DO -	Satisfied	0
3	8881047158	PMOPG/E/2016/027 6998	-DO -	Satisfied	0
4	9717465954	FADSS/E/2016/00247	-DO -	Not satisfied	Delayed response
5	9717465954	FADSS/E/2016/00247	Repeated Sl.No.4		
6	8474837937	FADSS/E/2016/00268	-DO -	Not satisfied	Reply not satisfactory
7	9454959370	FADSS/E/2016/00290	-DO -	Not satisfied	Reply not satisfactory
8	9823442880	FADSS/E/2016/00381	-DO -	Not satisfied	Reply not satisfactory
9	9975202078	FADSS/E/2016/00385	-DO -	Not satisfied	Reply not satisfactory
10	9423464304	FADSS/E/2016/00382	-DO -	Not satisfied	Reply not satisfactory
11	9226931601	FADSS/E/2016/00383	-DO -	Not satisfied	Reply not satisfactory
12	9850235522	FADSS/E/2016/00388	-DO -	Not satisfied	Reply not satisfactory
13	9890317040	FADSS/E/2016/00389	-DO -	Not satisfied	Closed without reason