

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.IV

Dated: 06/10/2016

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

Subject:- Issues highlighted by the Department of Administrative Reforms & Public Grievances and Department of Pension & Pensioner's Welfare Ministry, during the review meeting held during 17th August 2016

The Meeting to review the status of redress of pending grievances was held on 17th August 2016 at DARPG. The said meeting was attended by Sr.Dy.CGDA (AN) & G.O. During the meeting the Ministry has pointed out that the replies are not uploaded on the portal. In this regard this Office has already issued circulars dated 19.12.2014, 15.09.2015 and 07.12.2015 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 during the review meeting on quality of disposal of grievances. The same are forwarded for strict compliance :-

- (i) A grievance should be redressed within a period 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 be invariably be sent.
- (ii) The grievance prone are should be identified and measures should be taken to avoid their recurrence.
- (iii) The cases should be closed under intimation to the petitioner with reasoned reply within the stipulated time limit.
- (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 physical copy of the grievance should be scanned and uploaded on pgportal for taking appropriate action.
- (vi) Pension cases should be dealt on priority basis and should not be kept pending.
- (vii) All the Ministries/Departments should conduct review of grievances regularly at higher levels.
- (viii) All the Ministries/Departments 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 organizations under the Ministries/Departments should also be instructed accordingly.
- (ix) The name of the Nodal Public Grievance Officer is to be updated on pgportal by all Ministries/Departments.


(T.K. Jajoria)

Sr. Dy. CGDA (Admin) & Grievances Officer

Copy to :-

1. All sections in this HQrs. Office - For similar action.
2. EDP Section (Local) - For similar action and with the request to upload in the CGDA's website.


(T. K. Jajoria)

Sr. Dy. CGDA (Admin) & Grievances Officer