

**MOST IMMEDIATE**

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.VI

Dated: 15/05/2018

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

Subject: - Review of Grievance Redressal Mechanism

A series of meetings of the PRAGATI have been held recently at the highest levels to discuss the way forward to expedite the speed and quality of disposal of pending grievances. The emphasis is on analysis of the grievance at the higher levels in your respective offices and working out the strategy towards speedy and effective settlement of grievances. While addressing the grievances the focus should be on increasing the overall satisfaction level of the applicant. It has also been directed that all petitioners including offline petitioners may be contacted by the concerned offices. Wherever contact cannot be established over phone, a written communication may be sent.

2. It is pertinent to mention here that the Ministry has expressed displeasure on the long and large number of pendency of grievances. It is also directed to have a close look and analyze each and every feedback to find out the reasons for low satisfaction level and take necessary steps to improve the quality and speed of disposal of grievances.

3. In order to take the initiative forward the outstanding grievances were also reviewed in the Top Management Meeting held on 10.05.2018 in the HQrs. and it was decided that the concerned Principal controllers/Controllers may take appropriate action to redress the pending grievances expeditiously and also directed that the grievance be monitored at the level of Grievance Officer till finalization and status may be reviewed on weekly basis by the Principal Controllers/Controllers. No grievance should be allowed to remain pending for more than 45 days.

4. Your kind attention is invited to DARPG OM No.K-11017/3/2015-PG C1 dated 29.11.2017 circulated under Grievance Cell No.AN/Grievance/Report/meeting/VI dated 18.01.2018, for strict compliance vide which the instructions given by Hon'ble Prime Minister during PRAGATI meeting held on 27.01.2016 were reiterated by DARPG, that "Secretaries of all Departments having substantial public dealing should personally examine ten grievances every week and Addl. Secretary/CMD rank and joint Secretary Officers should examine 20 and 30 grievances respectively every week".

5. It is also 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 be ensured.

  
(SHAM DEV)  
Jt. CGDA (AN)