

Mosif 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: 21/05/2018

To,

The PCsDA/CsDA/PC of A/Cs (Factories)

Subject: - Review of Grievance Redressal Mechanism.

Reference: - In continuation to this office most immediate circular no. AN/Grievance/Report Meeting/Vol.VI dated 15/05/2018.

A series of review meetings of the PRAGATI has been held on 09.05.2018 under the chairmanship of Cabinet Secretary to review the status of redressal of grievances and suggest ways forward for timely and effective redressal.

The action on the following points may please be ensured: -

- (a) Grievances should be categorized into different categories based on the nature of grievance. Time-limit should be set for disposal of each category. The aim should be dispose of all types of grievances within 30 days of receipt, except in the case of exceptional categories such as marital discord cases. A list be prepared category wise, along with cases disposed during last one year and pending cases. In addition, cases pending for more than 60 days and above needs to be tackled on priority.
- (b) Accountability of officials at all levels to redress grievances with in prescribed time line need to be fixed.
- (c) Call centres may be set to respond to petitioners 'queries and also to obtain feedback from petitioners regarding satisfactory resolution of their grievances. The petitioners should be contacting through e-mail and courier services should also be used for contacting the petitioner. A satisfaction index should be evolved to ensure the quality of disposal of grievances.

Subsequent review meeting will be taken by the end of the month at the highest levels to review the status of pendency of grievances and action taken on the aforesaid points.

It is therefore, requested to accord utmost priority and initiate suitable action and furnish the status latest by 23.05.2018 to enable us to submit the consolidated status report to the Ministry for perusal of the highest review committee.


(P.K. Rai)

Sr. Dy CGDA(AN) & Grievance officer

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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.

KRS

(P K Rai)

Sr. Dy CGDA(AN) & Grievance officer