

Through CGDA Website



कार्यालय, रक्षा लेखा महानियंत्रक,
उलान बटार मार्ग, पालम, दिल्ली छावनी- 110010
Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt.-110010



E-mail:-grievancecgda.dad@gov.in Phone No-011 25665581, 25665562, 25665745
Fax:25674806 / 25674821

No. AN/Grievance/report/Meeting/Vol.VIII

Date : 22.07.2021

शिकायत प्रकोष्ठ (Grievance Cell)

To

1. All PCsDA/PCA(Fys)/PIFAs,
2. All CsDA/CFAs/IFAs/CDA (RTCs)/NADFM
3. All Sections of HQrs Office

Sub:- Strengthening of Grievance Redressal Mechanism and make it citizen friendly -
Nomination of nodal authority to whom Appeals on Grievances can be made.

Ref:- This Office circular of even no. dated 28.05.2020 and Officer Order bearing No. 314 dated 03.12.2020 circulated vide No. AN/IV/4533/7/Vol.VII dated 03.12.2020.

Kindly refer this office circular of even no. dated 28.05.2020 {Circular No. 4106 on CGDA's Website}, conveying the decision of the competent authority, nominating Shri Rajeev Ranjan Kumar, IDAS, Dy. CGDA (AN) as Nodal Authority to whom complaints against the orders / decisions of the department on grievances can be made. Shri Vinod Kumar, IDAS, ACGDA was the nominated Public Grievance Officer {PGO}.

2. Consequent to issue of HQrs Office Order bearing No. 314 dated 03.12.2020 circulated vide No. AN/IV/4533/7/Vol.VII dated 03.12.2020, nominating Shri Manish Tripathi, IDAS, Joint CGDA as Public Grievance Officer and also in the light of the decisions relating to nomination of officers to consider appeals on grievances as contained in the Minutes of the Meeting through Video Conference held under the Chairmanship of Addl. Secretary, DARPG on 04.01.2021, received vide DARPG ID bearing No. F.No.S-15/59/2020-O/o DS(PG)-DARPG(6898) dated 19.02.2021 and Minutes of the Meeting held on 25.05.2021 thorough Video Conference, it has been decided by the CGDA to revise the nominations.

3. Accordingly, the following officers have been nominated by the CGDA **for handing Grievances & Appeals received in the O/o CGDA:**

Public Grievance Officer	Shri Vinod Kumar, IDAS, ACGDA (Griev.)
Nodal Appellate Authority	Shri Manish Tripathi, IDAS, Jt.CGDA
Appellate Authorities	All the Sr.Joint and Joint CGsDA

-:2:-

Shri Manish Tripathi, IDAS, Joint CGDA will also attend all the Meetings/Video Conferences related to grievances conducted by DARPG, DOPPW, MOD (Fin) etc.

4. Shri Rajeev Ranjan Kumar, IDAS, Dy. CGDA (AN) will continue to be the Nodal Appellate Authority for the Appeals received in the MOD (Fin) till further orders.

5. It is requested that all the relevant documents/information whenever sought by the Appellate Authorities may be provided at the earliest but not later than five working days so as to enable redressal of appeals within prescribed time limits (Para 2 of HQrs earlier letter dated 28.05.2020 also refers)

The above information may please be disseminated to all the concerned.

This issues with the ~~prior~~ approval of CGDA.



(Vinod Kumar)
ACGDA (HRD) & PGO

Copy to:-

1 All Senior Joint CGsDA -
& Joint CGsDA

For kind information and necessary action please.

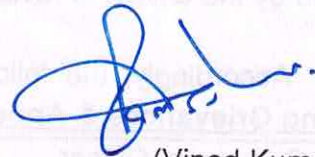
A separate operating procedure for handling appeals is under preparation and may be provided shortly. Till such time, the appeals may please be processed in similar way as that of grievances. After issue of reply to the appellant, a copy of the same may be furnished to the Grievance Cell for formal closure of the appeal & updation of data.

2 Shri Rajeev Ranjan Kumar, IDAS, -
Dy. CGDA (AN)

For kind information with reference to Para 4 above please.

3 The Officer i/c,
IT&S Wing (Local)

- With the request to upload on CGDA Website



(Vinod Kumar)
ACGDA (HRD) & PGO