

## URGENT CPGRAMS Report

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.VIII

Dated: 10/01/2020

To,  
The PCsDA/CsDA/PC of A/Cs (Factories)  
PIFAs/IFAs,

Subject: - Strengthening of Grievance Redressal Mechanism in Ministry of Defence.

An analysis of grievances received from 1<sup>st</sup> April 2019 to 31<sup>st</sup> July 2019 on the CPGRAMS portal of Department of Defence was carried out in the Ministry to identify systemic reforms needed to strengthen the Grievance Redressal Mechanism so that the root cause of grievances may be addressed.

2. In this context Ministry of Defence D(O&M/PG) ID No.F.36(7)/2019-D(PG/O&M) dated 30.12.2019 is enclosed along with Annexure-A and Annexure-B. The action proposed by the Ministry vide Annexure-B may be taken and confirmed at the earliest but not later than 13<sup>th</sup> of Jan 2020.

3. Ministry vide their ID No.F.36 (7)/2019-D(PG/O&M) dated 30.12.2019 has directed to carry out a detailed analysis of grievances and suggest systemic reforms. A fortnightly meetings by Wing heads to monitor the disposal of grievances has also been proposed by the Ministry. Accordingly the undersigned has been directed to intimate that a fortnightly meeting may be held to carry out a detailed analysis of grievances pertaining to their offices/sub-offices and suggest systematic reforms.

4. As such a fortnightly report may please be forwarded to HQrs. Office for further necessary action. The report may please be noted and fortnightly report be submitted to this office through e-mail address [cgda@nic.in](mailto:cgda@nic.in) only as per the format appended below.

| Sl.No. | No. of Grievances received | Nature of grievances | Action taken on reforms to strengthen the Grievance Redressal Mechanism | Remarks/suggestion for Systematic Reforms |
|--------|----------------------------|----------------------|---|---|
|        |                            |                      |   |   |

Sr. Jt CGDA (AN&Grievance) has approved.

Encls: 5 pages

Copy to: -

1. All sections of HQrs. Office
2. IT and S (Wing)

- For similar action
- For similar action with the request To upload in the CGDA's website.

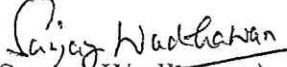
(Vinod Kumar Goel)  
ACGDA (Grievance Officer)

**Ministry of Defence (Finance)**  
**DAD (Coord),**  
Room No.24-A, South Block,  
New Delhi-110011.

**Subject: Strengthening of Grievances Redressal Mechanism in MoD.**

MoD D(O&M/PG) ID.No. F.36(7)/2019-D(PG/O&M) dated 30.12.2019 alongwith enclosure on the subject matter is forwarded herewith to office of the CGDA for information and for further necessary action. It is requested to furnish action taken report to this Division by 14.01.2020, enabling timely submission of the same to MoD D(O&M/PG).

Encl: As above.

  
(Sanjay Wadhawan)  
DFA (DAD-Coord)

**Shri Vinod Kumar, ACGDA (Admin) and Grievance Officer**  
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt.  
MoD (Fin) ID No. 33(2)/DAD-C/2020/T-3 dt. 06.01.2020

**Ministry of Defence**  
**D(O&M/PG)**

**Subject: Strengthening of Grievance Redressal Mechanism in Ministry of Defence .**

As per the directions of Defence Secretary an analysis of grievances received from 1<sup>st</sup> April 2019 to 31<sup>st</sup> July 2019 on the CPGRAMS portal of Department of Defence was carried out to identify systemic reforms needed to strengthen the Grievance Redressal Mechanism so that the root cause of grievances may be addressed.

2. Out of a total of 4256 grievances received during the period, 800 grievances i.e 25% sample of total receipts were analyzed under following 4 major categories for their sub-categorization :-

- (i) Grievances relating to Service matters.
- (ii) Grievances relating to Land Matters.
- (iii) Grievances relating to Recruitment matters.
- (iv) Grievances relating to Corruption.

3. The analysis of grievances(Annexure-A) and the action proposed(Annexure-B) are enclosed herewith.

4. All Wing Heads must carry out a detailed analysis of grievances pertaining to their wings and suggest systemic reforms. Also, the wing Heads should hold fortnightly meetings with their Division Heads to monitor the disposal of grievances.

5. The following issues as given on homepage of CPGRAMS portal are not to be treated as grievances and may be disposed off accordingly. (These have already been re-iterated vide 36(3)/2018-D(O&M/PG) dated 11.09.2019 and 36(5)/2019-D(O&M/PG) dated 07.11.2019).

- (i) Subjudice cases or any matter concerning judgment given by any court.
- (ii) Personal and family disputes.
- (iii) RTI matter.
- (iv) Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
- (v) Suggestions.
- (vi) Also, the grievances of Government employees concerning their service matters including disciplinary proceedings may only be considered for redressal on CPGRAMS portal if he/she has already exhausted the prescribed channels keeping in view the DoP&T O.M No. 11013/08/2013-Estt.(A-III) dated 31.08.2015.

6. A soft copy of the detailed analysis is being forwarded through email also for your reference. It is requested that the action taken may be conveyed latest by -15.01.2020 to the undersigned on [m.jolly@nic.in](mailto:m.jolly@nic.in).

**Enclosure:- As above**

*Meenakshi Jolly*  
(Meenakshi Jolly)  
JS(MIS)

All Joint Secretaries of DoD

MOD ID No. F.36(7)/2019-D(PG/O&M)

Dated 30.12.2019

Office of Adm. FA (RK) & JS  
By: D. 30  
Date: 01/01/2020

27/DAD/c  
03/1/20

Gunt

R  
1/1/20  
DFAC (DAD-c)

21/1/20  
So (DAD - Coord)

The actions proposed to be carried out are as follows:-

1. Recruitment related:-

- (i) Maximum information related to recruitment to be uploaded online. Proper timeline/sequence of events relating to recruitment, exams to be displayed on the website as far as possible.
- (ii) Prompt reply to be given if relaxation in respect of procedures. policy is sought.
- (iii) The feasibility of having the exams online could be examined wherever possible.

[Action :- All Joint Secretaries of DoD]

2. Corruption/ Malpractice:-

- (i) All results relating to recruitment/admission to be made available online as in case of Army Public School/Sainik School/other organizations recruiting people.

[Action :- All Joint Secretaries of DoD]

- (ii) Systemic changes in form of Digitisation of Cantt. Records, land matters must be initiated as soon as possible and the same must be uploaded on the net.

Action :-JS(Works)

3. Service matters:-

- (i) For re-instatement in service/ Grant of MACP- The policy regarding these are very clear and the reply can be given promptly.

[Action :- All Joint Secretaries of DoD]

Category of grievances relating to Corruption matters

Total grievances analyzed:- 150

| <u>Sr. No</u> | <u>Category of grievances</u>                             | <u>No. of grievances</u> | <u>Percentage</u> |
|---------------|---|--------------------------|-------------------|
| 1             | Army Public schools/ Sainik Schools                       | 8                        | 5.33 %            |
| 2             | Fraud in MES, Ordinance Depot, BRO, Air Force/BEL etc.    | 23                       | 15.33 %           |
| 3             | Canteen issues  | 12                       | 8 %               |
| 4             | Corruption in recruitment process MES, NCC,MH, SenaBhawan | 16                       | 10.67 %           |
| 5             | Miscppropriation use of fake documents in service         | 05                       | 3.33 %            |
| 6             | Fake job rackets  | 09                       | 6 %               |
| 7             | Dis-proportionate assets case                             | 17                       | 11.33 %           |
| 8             | Complaints related to cantonment boards                   | 33                       | 22 %              |
| 9             | Irregularities in transfer, posting                       | 07                       | 4.67 %            |
| 10            | Delay in payment or reduced payments                      | 04                       | 2.67 %            |
| 11            | Misc.   | 16                       | 10.67 %           |
| 12            | <b>Total</b>  | <b>150</b>               | <b>100%</b>       |

Category of grievances relating to Land matters

Total grievances analyzed:- 200

| <u>Sr. No</u> | <u>Category of grievances</u>   | <u>No. of grievances</u> | <u>Percentage</u> |
|---------------|---|--------------------------|-------------------|
| 1             | Corruption and malpractice by Cantt Board/Officials   | 16                       | 8 %               |
| 2             | Encroachment/ Unauthorized construction on Defence Land by Public                             | 42                       | 21 %              |
| 3             | Compensation for land acquired by Defence   | 26                       | 13 %              |
| 4             | Civic amenities & hygiene in Cantt areas  | 23                       | 11.5 %            |
| 5             | Request for Defence Land for various reason   | 17                       | 8.5 %             |
| 6             | Force eviction from house/shops in Cantt areas  | 15                       | 7.5 %             |
| 7             | Blockage of roads passing through Cantt areas   | 10                       | 5 %               |
| 8             | Mutation of house/ Land lease/ Permission for construction/ Request for land records in cantt | 34                       | 17%               |
| 9             | Services/personnel matter of Cantt Boards   | 07                       | 3.5 %             |
| 10            | Misc.   | 10                       | 5 %               |
| 11            | <b>Total</b>  | <b>200</b>               | <b>100 %</b>      |