

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010

GRIEVANCE CELL

U.O.No.AN-GRIEVANCE/Report/Meeting/VIII

Dated: 13/11/2019

To,

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

Subject:- Redressal of CPGRAMS grievances pending over one month.

This is regarding non redressal of grievances uploaded on CPGRAMS by the citizens. These grievances are centrally monitored by Department of Administrative Reforms & Public Grievance (DARPG) under the Ministry of Personnel, Public Grievances and Pensions.

3. Of late it has been noticed that the grievances are not attended as per the Ministry's guidelines circulated from time to time. The number of grievances are remains pending against our organization and have drawn criticism from the Higher Authorities. Ministry has emphasized to ensure sensitization of officers and use of technology to increase efficiency and effectiveness in governance and redress of public grievances within the stipulated time frame of 60 days. In this regard attention is invited to this HQrs. Office letter of even no. dated 17.04.2017 and 29.06.2017 vide which DARPG instructions have been circulated for strict compliance.
4. While addressing the grievances the focus should be overall satisfaction level of the applicant. The petitioners including offline petitioners may be contacted by the concerned offices to obtain the feedback.
5. It is pertinent to mention here that the Ministry has expressed displeasure on the long and large number of pendency of grievances against this organization. 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 satisfaction level and to be disposed off within the stipulated time.

5. Therefore, it is requested that the pending cases pertaining to your organization may please be reviewed and necessary action may be taken expeditiously to redress the grievance in time bound manner.

Please accord top Priority.


(PRAVEEN KUMAR)
Sr. Jt. CGDA (AN)

Copy to: -

1. The Grievances Officers of
Controllers Offices - For similar action
2. All sections in this HQrs. Office
3. IT and S (Wing) - For similar action with the request to
upload in the CGDA's website.


(PRAVEEN KUMAR)
Sr. Jt. CGDA (AN)