

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.VII

Dated: 14/09/2018

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

Subject:- Strengthening of Grievance Redress Machinery - Uniformity of action on electronic and physical copy of grievances - regarding

Reference:- MoD (Fin) DAD (Coord) ID No.10(3)/DAD-C/2018/T-III dated 21.08.2018

Public grievance review meeting was held on 27<sup>th</sup> July, 2018 at DARPG. During the meeting it was observed that grievances received on paper are being scanned and lodged online and sent to the concerned Ministries/Departments with the system generated grievance registration number. Hard copies of such grievances are also sent to the concerned Ministry/Department. However, in many cases the hard copy of grievances received are being handled by different Divisions, resulting in different actions on the same complaints.

2. In view of above, the hard copy of the grievance containing the same registration number should be linked with the electronic grievances registration number to ensure that only one action is taken on the grievance. It is also be ensured that the grievances are invariably marked through the nodal officer for grievance handling and CPGRAMS management.

(w)

( Mustaq Ahmad )

Dy. CGDA (Admin) & Grievance Officer

Copy to :-

1. All sections in this HQrs. Office - For similar action.
2. EDP Section (Local) - For similar action and with the request to upload In the CGDA's website.

(w)

( Mustaq Ahmad )

Dy. CGDA (Admin) & Grievance Officer