

Through CGDA Website



रक्षालेखामहानियंत्रक/ Controller General of Defence Accounts  
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AN-Grievance  
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No.AN/Grievance/Report Meeting/Vol-VIII

Date: 16 .12.2020

To

All PCsDA / PCA(Fys) / PIFAs  
CsDA / CFAs (Fys) / CsDA (RTCs) / IFAs

*(Through website only)*

Subject:-Strengthening of Grievance Redressal Mechanism in the Department - reg.

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Reference:- HQrs Office No. AN/Grievance/Report Meeting/Vol.VIII dated 10.01.2020

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Reference is invited to this office communication dated 10.01.2020 {copy enclosed}, wherein the directions of the Ministry for conducting fortnightly meetings on grievance have been conveyed inter-alia, with a request to furnish reports thereon fortnightly. With a view to further streamline the handling of grievances in the Department and also to ensure uniformity in dealing with grievances, an SOP {Standard Operating Procedure} for handling the grievances has been prepared and attached to this communication. It is requested that prompt action may be taken on all the grievances including suitable preventive measures, if any required, so as to minimize the arising of similar grievances in future. All-out efforts may be made to redress grievances within the prescribed timeline.

2. With regard to Para 4 of the HQrs communication dated 10.01.2020 under reference, it has been decided to dispense with the "Fortnightly Reports", with immediate effect. Instead, a **"Monthly Report -Grievances pending for more than sixty (60) days with reason of delay"**, report, duly approved/seen by PCDA/CDA concerned, may be forwarded to the HQrs Office by 5<sup>th</sup> of following month. However, the PCsDA/CsDA should continue holding Fortnightly Meetings in the respective offices as per the directions of the Ministry conveyed on 10.01.2020. Where grievances are pending in HQrs Office only, the concerned Section/Wing of HQrs Office will furnish the said report with the approval of Joint CGDA concerned. The First Monthly Report with details as on 31.12.2020 may reach HQrs by 05.01.2021.

Proforma for Monthly Report on Grievance Pending Over 60 days

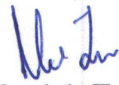
Sl No	Reg. No. and Date	Name of the Complainant	Subject of Grievance	Pendency / No. of Days	Remarks (Reasons for delay) / whether any interim reply given
1	2	3	4	5	6
1					
2					

Note:- "Nil" reports are also required. Data in Excel sheet to be attached to the e-mail.

3. Further, to ensure smooth liaison between HQrs Office and Offices of PCDA/CDA in handling grievances, it is requested that the nominated Grievance Officer's name, designation, phone no. (both landline & mobile) etc. may be furnished to HQrs through e-mail at "[grievancecgda.dad@gov.in](mailto:grievancecgda.dad@gov.in)" along with above said Monthly Report.

4. Suggestions for improving the handling of grievances, if any, may be furnished through online.

This has the approval of the CGDA.

  
(Manish Tripathi, IDAS)  
Joint CGDA &  
Public Grievance Officer

1. The IT & Wing (Local) - With request to upload the above circular on website
2. The Officer i/c, AN (Pay), (Local) - With the request to circulate the above to all the Sections of HQrs Office for information and compliance.

  
(Vinod Kumar)  
ACGDA (Grievances)

## 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)

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)

Handling of Grievances in the Defence Accounts Department  
- Standard Operating Procedure

1. What is Grievance?

- i. Grievances are expressions of resentment against specific acts of omission or commission that are wrong or perceived as wrong and require corrective action to be taken. In other words, if a grievance is received, it needs to be redressed.
- ii. For the present purpose, grievances include complaints by service recipients against non-delivery of services as expected by service recipients but do not include requests for service delivery in the normal course (i.e. not before exhausting prescribed channels). However, the following are NOT covered under Grievances and not taken-up for redress :-
  - Sub-judice cases or any matter concerning Judgement given by any Court
  - Personal and family disputes
  - RTI matters (non-furnishing of replies under RTI)
  - Anything that impacts upon territorial integrity of the Country or friendly relations with other countries
  - Suggestions {including grievance involving policy matters of the Govt. of India (DOPT, Min. of Finance, Min. of Law & Justice etc.)}

2. Who can prefer grievance

- i. Officers & staff (including retired) of the DAD, the Armed Forces personnel including Defence Civilians as well as Public can lodge their grievance, if any.
- ii. The person who seeks redress of his/her grievance shall submit representation/ grievance under his/her own signature or through online. Representations submitted by spouse/relatives will be considered as complaints only and will be treated accordingly. The only exceptions may be cases in which, because of the death/physical disability etc. of the Govt. servant, it is impossible for the Govt. servant himself to submit a representation; the spouse/relatives may represent. {GOI, MHA OM No. F.25/21/63-Estt(A) dated 19.09.1963 reproduced as GID No. 4 below Rule 20 of Swamy's Compilation of CCS (Conduct) Rules, 2019 Edition} (Annexure I)
- iii. Efforts shall be made to prefer grievance in clear & unambiguous terms by mentioning details of the individual representing and the relief sought. Copies of all the documents relevant to the case shall be uploaded/enclosed.

3. Prerequisites for submission of grievance, if any

- i. Whenever a Government servant wishes to press a claim or seek redress of a grievance, the proper course for him/her is to address his/her immediate official superior or Head of his/her Office or such authority at the lowest level as is

competent to deal with the matter. A representation/grievance may not be made unless the appropriate lower authority has already rejected the claim or refused relief or unduly delayed disposal of case. A person may lodge the grievance only after exhausting the prescribed normal channels.

- ii. Needless to add, submission of representations including grievances by-passing prescribed channels can be treated as an unbecoming conduct attracting provisions of CCS (Conduct) Rules, 1964. This would include all forms of communication including through e-mails or public grievance portal etc. The DOPT OM F.No.11013/08/2013-Estt.(A-III) dated 31.08.2015 refers. (Annexure-II)

#### **4. Receipt of Grievances in Office of CGDA & Action by Grievance Cell**

- i. Grievances are received in the Office of CGDA through online pg-portal from MOD (Fin), hard copies by post, soft copies through e-mail etc.
- ii. Grievances received through pg-portal will be forwarded by the Grievance Cell, through the same portal, to concerned Sections of the HQrs Office for examination & necessary action. Where there is any difficulty in identifying the Section to whom the grievance pertains, the SAO/AO (Grievance) and/or Grievance Officer shall be consulted by AAO/Task-holder.
- iii. Representations received in hard copies will be diarised with dak ID No & date and enter in the workbook by the task holder. The same shall be examined in the Cell and if the issue(s) raised in the representation falls under the definition of Grievance, the same shall be scanned and uploaded on pg-portal with CGDAN login credentials and thereafter, forwarded to concerned Sections of HQrs Office for further necessary action.
- iv. The hard copies of representations, which are NOT covered under the definition of grievance, shall not be uploaded on portal but forwarded to the concerned Sections of HQrs Office dealing with the subject matter with a forwarding memo for examination and further necessary action at their end as deemed fit.

{Example:- Shri/Smt. 'X' is a DAD employee. If 'X' represents for his/her transfer after exhausting prescribed channels, the same will be a 'Grievance'. In case, 'Y', the spouse/relative of 'X' represents, the same will be treated as a complaint/representation only.}

- v. Representations received through E-Mails shall be examined by the Grievance Cell. Print-outs of the representations, which are covered under the definition of grievance, shall be taken and uploaded on the portal using CGDAN login credentials. Thereafter, action as above shall be taken.
- vi. The E-Mails which are NOT covered under the definition of grievance, shall be forwarded, through E-Mail only, to the concerned Sections of HQrs Office dealing with the subject matter for examination and necessary action at their end.

<u>Note:-</u>	1. The Grievance Cell monitors the receipt, progress and final disposal of the grievances and renders requisite reports to the Ministry.
	2. The grievances shall be examined and redressed by the concerned Sections of the HQrs Office, dealing with the policy matters on the subject. Where grievances are further transmitted by HQrs to the PCDA/CDA, they may examine & dispose of the same.
	3. The representations/complaints against the officials of DAD without having any vigilance angle shall be handled by the Grievance Cell and forwarded directly to the concerned PCDA/CDA for examination & appropriate action as deemed fit.  { <u>Example:-</u> The wife of an official of DAD, complaining that her husband is not taking proper care of the family or alleging any misbehavior (family disputes). <u>However</u> , in cases where an FIR has been lodged or Criminal Case filed, the same shall be forwarded to AN (Discipline & Vigilance Section) for examination & further necessary action.}

#### 5. Action by concerned Sections of HQrs Office

- i. On receipt of a grievance from the Grievance Cell, the same shall be examined in the Section of HQrs Office for further necessary action. In case the same is NOT covered under the definition of 'grievance', the same shall be considered as a representation/complaint only & processed for further necessary action as deemed fit. The individual shall be intimated suitably and copy of letter/action taken (ATR) uploaded on portal to enable the Grievance Cell to close the grievance (recommendation to Grievance Cell for closure).
- ii. In cases other than (i) above, the issue raised in the grievance shall be examined and necessary corrective action taken. The action taken may be intimated to the individual concerned through a letter by post and the same/ATR up-loaded on pg-portal for closure of grievance on portal by Grievance Cell.
- iii. In case where the PCDA/CDA is required to be consulted for further action or clarification, the Section of HQrs may further refer the matter, through pg-portal for necessary action by PCDA/CDA. After completion of action, the same shall be intimated to the individual concerned through a letter by post and copy/ATR uploaded on the portal for further action by Grievance Cell.

#### 6. Action by PCDA/CDA

- i. On receipt of grievance from HQrs Office for any clarification/details, the Office of PCDA/CDA shall examine the issue and furnish the requisite clarification/details to HQrs at the earliest to enable them to take further necessary action in the matter.

- ii. Where the HQrs Office has transferred the grievance to the PCDA/CDA concerned, the Office of PCDA/CDA shall examine the issue(s) raised in the grievance and redress the same at the earliest and preferably within 30 days. As per the existing guidelines, the grievance should be redressed finally within sixty (60) days from the date of its receipt in the Department.
- iii. After resolving the issue raised in the grievance, the individual concerned shall be intimated through a letter to be sent by post and also copy uploaded on portal.

#### 7. Closure of grievances

- i. The Grievance Cell shall examine the ATRs uploaded by the Sections of the HQrs Office / Offices of PCsDA/CsDA to ensure that the grievance has been redressed and also that the individual concerned has been informed of the action taken in the matter. Thereafter, the grievance shall be closed.
- ii. In cases, where the action taken by the Sections of HQrs/PCDA/CDA is found to inadequate or incomplete, the Grievance Cell may request for re-examination/ revisit of the grievance through portal.

#### 8. Management Information System (MIS)

- i. To ensure that the grievances are being handled as per the provisions on the subject and also to examine the areas of concern requiring improvement, all the PCsDA/CsDA will hold Fort-Nightly Meetings in their respective offices to discuss pending grievance, if any. In this regard, Para 4 of MOD ID No. F.36(7)/2019-D(PG/O&M) dated 30.12.2019, circulated vide HQrs Office circular bearing No. AN/Grievance/Report Meeting/Vol.VIII dated 10.01.2020 also refers.
- ii. The details of grievances pending over 60 days, with justification for delay, shall be forwarded to the Grievance Cell of HQrs Office on monthly basis for appraisal of the Public Grievance Officer and furnishing of requisite reports to the Ministry. The Monthly Reports in respect of PCsDA/CsDA shall have the approval of PCDA/CDA concerned. Similarly, if grievances are pending with the HQrs Office only, the concerned Section/Wing of HQrs Office shall furnish the report, duly approved by the Joint CGDA concerned. The reports shall reach HQrs Office, through e-mail "grievancecgda.dad@gov.in" by 5<sup>th</sup> of the following month.

9. User Manual for "Centralized Public Grievances Redress and Monitoring System (CPGRAMS) is available on the Ministry of Personnel, Public Grievances & Pensions, Dept. of Administrative Reforms and Public Grievances (DARPG)'s website.

{ <https://darpg.gov.in/sites/default/files/UMCPGRAMS.pdf> }.

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- End.

They should not bring or attempt to bring any political or other outside influence to further their interests in respect of matters pertaining to their service under the Government, including allotment of residential accommodation.

2. Ministry of Agriculture, etc., are requested to bring the above instructions to notice of all concerned under their control.

[ G.I., Dept. of Per. & Trg., O.M. No. 11013/6/90-Estt. (A), dated the 30th March, 1990. ]

**(3) Medical Officers of the CGHS cautioned that an adverse entry in the CR may result from attempts to canvass non-official influence in service matters in violation of CCS (Conduct) Rules, 1964.**— In Paragraph 6 of this Ministry's Letter No. F. 32-42/66-CHS, dated the 16th August, 1966 (*not reproduced*), attention of the Medical Officers was specially invited to the provisions of Rules 3, 7, 8 and 9 of the Central Civil Services Conduct Rules, 1964, extracts of which were attached as enclosures to that letter. It was made clear in that letter that breaches of these rules were punishable under the Central Civil Services (Classification, Control and Appeal) Rules, 1965. The Government of India are constrained to note in spite of the instructions already issued, a large number of Central Health Service Officers are continuing to bring political pressure in the matter of their transfers and promotions. This is a very disturbing and unhealthy trend which is contrary to the provisions of the Central Civil Services (Conduct) Rules, 1964. Such pressure embarrasses not only the Government but also the persons who are made to exert the pressure; it also creates a lot of administrative difficulties and complications. It is, therefore, necessary to curb this tendency.

Rule 20 may kindly be brought again to the notice of all the Central Health Service Medical Officers. It may also be made clear to them that in the event of a breach of this rule, an appropriate entry will be made in the confidential report of the officer concerned in addition to such disciplinary action as may be taken against him.

[ G.I., Min. of Health, Letter No. F. 32-28/67-CHS. I, dated the 22nd May, 1967. ]

**(4) Representation on service matters by relatives should be discouraged.**—

Relatives of a Government servant sometimes make representations concerning service matters affecting the Government servant. This is done in some cases in the hope of reviving a representation which the Government servant had himself made and which had been turned down. In some cases, this procedure is resorted to in order to get round the requirements that the Government servant should submit his representation through his official superiors. This practice is obviously undesirable and should be strongly discouraged. It has accordingly been decided that no notice should be taken of a representation on service matters submitted by a relative of a Government servant. The only exceptions may be cases in which because of the death or physical disability, etc., of the Government servant, it is impossible for the Government servant himself to submit a representation.

[ G.I., M.H.A., O.M. No. F. 25/21/63-Ests. (A), dated the 19th September, 1963. ]

Instructions already exist that the Government servants should not allow representations on service matters concerning them to be made by their relatives.



F. No. 11013/08/2013-Estt.(A-III)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Personnel & Training  
Establishment A-III Desk  
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North Block, New Delhi  
Dated August 31, 2015

**OFFICE MEMORANDUM**

Subject: **Representation from Government servant on service matters - reiteration of instructions - regarding.**

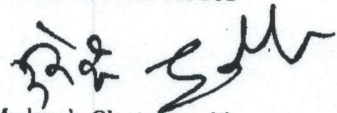
The undersigned is directed to refer to O.M. of even number dated 6<sup>th</sup> June, 2013 wherein instructions have been issued on submission of representation by Government servants about their service matters. In spite of these instructions, it has been observed that Government servants including officers/ officials of para military forces and Army personnel continue to represent directly to the Prime Minister, Minister, Secretary (P) and other higher authorities, directly.

2. As per the existing instructions, wherever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redressal of a grievance, the proper course for him is to address his immediate official superior, or Head of his office, or such other authority at the appropriate level who is competent to deal with the matter in the organisation.

3. Such submission of representations directly to other authorities by-passing the prescribed channel of communication, has to be viewed seriously and appropriate disciplinary action should be taken against those who violate these instructions. This can rightly be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the Central Civil Services (Conduct) Rules, 1964. It is clarified that this would include all forms of communication including through e-mails or public grievances portal etc.

4. Attention in this connection is also invited to the provision of Rule 20 of CCS (Conduct) Rules, 1964 prohibiting Government servants from bringing outside influence in respect of matter pertaining to his service matter. Representation by relatives of Government servant is also treated as outside influence as clarified vide MHA OM No. F.25/21/63-Estt.(A) dated 19.09.1963

5. It is reiterated that these instructions may be brought to the notice of all Govt. servants including officers/ officials of para military forces and member of armed forces and action taken against those who violate these instructions.

  
(Mukesh Chaturvedi)  
Director (E)  
Telefax: 23093176

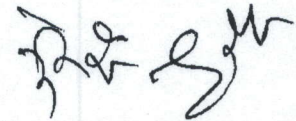
To

The Secretaries of All Ministries/Departments of Govt. of India  
(as per the standard list)

-----2/-

## Copy to:

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2. Vice-President's Secretariat, New Delhi.
3. The Prime Minister's Office, New Delhi.
4. Cabinet Secretariat, New Delhi.
5. Rajya Sabha Secretariat/Lok Sabha Secretariat, New Delhi.
6. The Comptroller and Auditor General of India, New Delhi.
7. The Secretary, Union Public Service Commission, New Delhi.
8. The Secretary, Staff Selection Commission, New Delhi.
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions.
10. National Commission for Scheduled Castes, New Delhi.
11. National Commission for Scheduled Tribes, New Delhi.
12. National Commission for OBCs, New Delhi.
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi.
14. CVOs of all Ministries/Departments.
15. ADG (M&C), Press Information Bureau, DoP&T
16. NIC, Department of Personnel & Training, North Block, New Delhi (for uploading the same on the website of this Ministry under the Head OMs & Orders → Establishment → (Conduct Rules).
17. Hindi Section, DoP&T



(Mukesh Chaturvedi)  
Director (E)  
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