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उलान बटार मार्ग, पालम, दिल्ली छावनी- 110010

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

Date : 03.08.2021

शिकायत प्रकोष्ठ (Grievance Cell)

To

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

Subject:- Strengthening of Grievance Redressal Mechanism in the Department – Amendment to SOP on Reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS reg.

Reference:- HQrs Office circular of even no. dated 16.12.2020 (circular no. 4376 on CGDA's website).

Please find attached a copy of the Ministry of Personnel, Public Grievances & Pensions, Dept. of AR&PG OM bearing No. S-15/21/2021-O/o DS(PG)-DARPG (7085) dated 22.06.2021, received through MoD (Fin). The said OM is self-explanatory. As may be seen from the said OM, the DARPG has reduced the maximum time limit for disposal of grievances from existing **60 days to 45 days**, based on the recommendation of the Dept. related Parliamentary Standing Committee on Min. of Personnel, Public Grievances & Pensions. However, the grievances related to the **pensioners** should continue to be resolved within 30 days in compliance of the decisions taken during e Samiksha in respect of Dept. of Ex-Servicemen Welfare on 08.11.2019.

2. Accordingly, the following amendments have been made to the Standard Operating Procedure (SOP) for Handling of Grievance in the Department, circulated vide HQrs Circular dated 16.12.2020 (circular no. 4376 on CGDA's website) cited under reference.

(Contd.2)

(i) **Replace the Existing Para 4.ii with New Para 4.ii**

Grievances received through pg-portal will be first examined in the Grievance Cell to verify whether the same are covered under the definition of 'grievance' or not. In case the same is NOT covered under the definition of 'grievance' and only a complaint/representation or suggestion in nature, the Grievance Cell will make a note/remarks to this effect in the relevant column on the pg-portal itself and closes the grievance. However, complaints/representations received on pg-portal through PMO/President's Secretariat will be processed on E-Office for obtaining approval of the Public Grievance Officer before closure. After closure of such complaints/suggestions on portal, the same are transmitted through e-mail or print-outs to the concerned Sections in the HQrs Office/PCDA/CDA for necessary action as deemed fit.

The Grievances, which are covered under the definition of 'grievance', will be forwarded, through the same portal, to the concerned Sections of 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 the Public Grievance Officer will be consulted by AAO/Task-Holder.

(ii) **Replace the Existing Para 6.ii with New Para 6.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 & redress the same at the earliest and preferably, within 30 days. As per the revised guidelines, the grievances should be redressed finally within forty five (45) days from the date of its receipt in the Department. In case redressal is not possible within the prescribed time-frame due to any valid reasons, an interim reply shall be given to the petitioner.

However, the grievances related to the pensioners should continue to be finally resolved within 30 days in compliance of the decisions taken during eSamiksha in respect of Dept. of Ex-Servicemen Welfare on 08.11.2019. Further, the grievances under COVID-19 category shall continue to be taken up on high priority and resolved maximum within 3 days."

3. The above instructions/changes may please be disseminated to all concerned.

This issues with the approval of CGDA.



(Vinod Kumar)
ACGDA (HRD & GC)
& Public Grievance Officer

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NoS-15/21/2021-O/o DS(PG)-DARPG (7085)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms and Public Grievances
Public Grievances Division

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, Dated the 22nd June, 2021

OFFICE MEMORANDUM

Subject: Reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS - regarding

The undersigned is directed to say that the Centralized Public Grievances Redressal and Monitoring System (CPGRAMS), gives citizens a platform to lodge their grievances from anywhere and anytime (24x7) to public authorities in Central Ministries/ Departments/ State Governments/ UTs. Over the last couple of years CPGRAMS has become more responsive with high rates of disposal and progressive reduction in average disposal time. An analysis of grievance disposals in CPGRAMS reveals that about 87% Ministries/ Departments have disposed of the grievances in less than 45 days.

2. Given this progress and also in view of the recommendation of the Department related Parliamentary Standing Committee on Ministry of Personnel Pension and Public Grievances which suggested to reduce the maximum time limit for disposal of grievances from existing 60 days to 45 days, DARPG has decided to revise the grievance disposal protocol in CPGRAMS as follows:

"The CPGRAMS grievances shall be resolved promptly as soon as they are received and maximum within 45 days. In case redressal is not possible within the prescribed time-frame due to the circumstances beyond the control of the Government such as sub-judice matters/ policy issues/ etc., an interim reply shall be given to the citizen. The grievances under COVID 19 category shall continue to be taken up on high priority and resolved maximum within 3 days.

3. This issue with the approval of the competent authority.

Prisca
22/6/2021

(Prisca Mathew)
Deputy Secretary to the Govt. of India
Tel No. 23401429

To,

1. Secretaries to the GOI
2. Chief Secretaries of States/ UTs
3. Heads of autonomous/ Statutory bodies
4. Nodal Public Grievance officers of Ministries/Department/Attached and Subordinate organizations of Govt. of India/ State Govts
5. NIC, DARPG for appropriate action and uploading on the DARPG Website

Copy for information to:

1. PMO (Attention Sh Bhaskar Khulbe, Advisor to PM)
2. Cabinet Secretary
3. Secretary to the President Secretariat
4. Secretary General, Rajya Sabha Secretariat
5. Secretary General, Lok Sabha Secretariat
6. Secretary (Coordination & PG), Cabinet Secretariat

11/11/2021
29/06/2021