

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/CPGRAMS/Corrs/Vol.II

Dated: 01/09/2017

To,

The Grievance Officer
O/O the PCsDA / CsDA / PC of A/Cs (Factories)

Subject:- CPGRAMS/DARPG - List of officials listed on CPGRAMS but could not be contacted by PG Call Centre - reg.

Please refer to this HQrs office letter of even number dated 20.03.2017 vide which it was requested to update the names and contact details of officials on CPGRAMS on regular basis as and when any changes take place.

The Public Grievance Division of DARPG vide their ID No. F.No.L-11019121/2016-PG (Policy) dated 23.08.2017 (copy enclosed) has intimated that they have been reminding the concerned officials of organizations receiving maximum grievances for expediting action on pending grievances.

In this context, it is stated that the DARPG has again pointed out that the names/designations and contact details of the officers who have been created as subordinate users on CPGRAMS are not being regularly updated. Resulting in more than 50% of the cases, the PG call center is unable to get in touch with them for ensuring expeditious action on pending grievances. A list containing the contacts as shown on CPGRAMS but who could not be contacted by the PG Cell of DARPG is enclosed.

2. It is therefore, requested that the names and contact details of officers/officials on CPGRAMS may please be updated and ensure updation of the same on regular basis as and when any changes take place.

Encl: One


(Kavita Garg)
Sr. Dy. CGDA (AN)

Copy to :-

1. All sections in this HQrs. Office Ms Anu Arora, AFA (DAD-Coord) South Block, New Delhi.	For similar action please. For information with reference to Ministry's ID No.33(2) /C/2017/T-III (1776) dated 31.08.2017. The list contains 34 items out of 30 grievances have been settled. The details of the remaining 04 cases will be submitted shortly.
2. IT and S (Wing)	For similar action with the request to upload in the CGDA's website


(Kavita Garg)
Sr. Dy. CGDA (AN)

31/08/17

85
93
Immediate


Ministry of Defence(Finance)
(DAD-Coord)

Subject: Central Public Grievance Redressal and Monitoring System (CPGRAMS) / DARPG – List of officials listed on CPGRAMS but could not be contacted by PG Call Centre – reg.

A copy of Department of Administrative Reforms & Public Grievances Office Memorandum No.F.No.K-11019/21/2016-PG (Policy) dated 23.08.2017 on the above mentioned subject along with its enclosures is forwarded herewith. Office of the CGDA is requested to ensure compliance thereof. Further, a status report of the same may also please be furnished by 04.09.2017 for information of the FA(DS).

P/38-c P/90

2. In this connection, please also refer Ministry's ID of even No. dated 02.03.2017 under which DARPG letter dated 16.02.2017 was forwarded for updating the names and contact details of officers on CPGRAMS on regular basis as and when any change takes place.


(Anu Arofa)
AFA (DAD-Coord)

Ms. Kavita Garg, Sr.Dy.CGDA(Admin) & Grievances Officer
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt.
MoD(Fin) ID No.33(2)/C/2017/T-III (1776) dated 31.08.2017

F.No.K-11019/21/2016-PG(Policy)
Government of India
Department of Administrative Reforms and Public Grievances
PG Division

5th Floor, Sardar Patel Bhawan, Sansad Marg,
New Delhi, dated the 23rd August, 2017

OFFICE MEMORANDUM

Sub : List of officials listed on CPGRAMS but could not be contacted by PG Call Centre –regarding.

The undersigned is directed to state that a Public Grievance Call Centre has been made operational by this Department w.e.f. 17.2.2016. The PG Call Centre has been reminding the concerned officials of 40 Ministries/Departments/Organizations receiving maximum grievances for expediting action on pending grievances. As the performance of PG Call Centre was found encouraging, it has been extended till 31.03.2018.

2. One of the issue that has been highlighted is that the names/designations and contact details of the officers who have been created as subordinate users on CPGRAMS are not being regularly updated due to which in more than 50% of the cases the PG Call Centre is unable to get in touch with them for ensuring expeditious action on pending grievances. A list containing the contacts as shown on CPGRAMS but who could not be connected is enclosed.

3. In view of the above, it is requested that action may kindly be taken to update the names and contact details of officials on CPGRAMS on regular basis as and when any changes take place.

1776/21/17
31/8
Badola

4677/F.A(PS)
20/8/2017

by information
Established to me by
STG


(Sumita Dasgupta)

Deputy Secretary to the Govt. of India and
Director of Public Grievances
Tel. Fax No.:011-23741006

29/8
Rukme
29/8
SO (DAD - W)

F.A.DS,
Department of Defence Finance,
South Block,
New Delhi-110011.

Badola

2845/Ad(1) PA/K.10
20/8/17

Defence Finance

Contact	Grievance	Department	Pending At Level	Date
3612640394	CGATP/P/2016/0 2247	Defence Finance	Shri J K DAS IDAS Deputy Controller	3-Apr-17
4424334590	CGDAN/P/2017/ 00045	Defence Finance	R. Narayana Prasad Sr Accounts Officer	3-Apr-17
4428514120	CGATP/P/2016/0 2690	Defence Finance	GO	3-Apr-17
5322420662	CGATP/P/2016/0 2690	Defence Finance	ABHISHEK SINGH ACDA	3-Apr-17
1123011250	DARPG/D/2017/0 0085	Defence Finance	Addl FA DR & Joint Secret	4-Apr-17
1894235892	CGATP/P/2017/0 0136	Defence Finance	AO	4-Apr-17
1912454972	CGDAN/P/2017/ 00102	Defence Finance	Dy CDA	4-Apr-17
23011250	DARPG/D/2017/0 0085	Defence Finance	Addl FA DR & Joint Secret	5-Apr-17
1882222012	CGDAN/P/2017/ 00130	Defence Finance	SAO	5-Apr-17
2026401102	CGATP/P/2016/0 1811	Defence Finance	IDAS Addl. CDA	5-Apr-17
9435558894	CGATP/P/2016/0 2247	Defence Finance	Shri J K DAS IDAS , Deputy Controller	10-Apr-17
9463480048	CGDAN/P/2017/ 00130	Defence Finance	SH.SUBHASH CHANDER , SAO	10-Apr-17
8826459144	CGATP/P/2016/0 2690	Defence Finance	ACDA	11-Apr-17
9495158740	CDPD3/P/2016/0 0001	Defence Finance	ACDA	11-Apr-17
9802692653	CGATP/P/2017/0 0278	Defence Finance	SR.A.O.	11-Apr-17
9419153757	CGDAN/P/2017/ 00102	Defence Finance	Shri Ramesh Chander , IDAS Dy CDA	12-Apr-17
1302220010	CGATP/P/2017/0 0251	Defence Finance	SH DALBIR SINGH , AO	14-Apr-17
1662230834	CGATP/P/2017/0 0278	Defence Finance	RAJBIR SINGH , SR.A.O.	14-Apr-17
7837488547	CGATP/P/2017/0 0350	Defence Finance	SAO	19-Apr-17
1612442876	CGATP/P/2017/0 0350	Defence Finance	SHRI HARI SINGH SAO	20-Apr-17
9041736397	CGATP/P/2017/0 0251	Defence Finance	DCDA	21-Apr-17
9416062678	CGATP/P/2016/0 2505	Defence Finance	AO	27-Apr-17

1722634274	CGDAN/P/2017/ 00171	Defence Finance	SH. Thomas tarlok SAO	28-Apr-17
1722663504	CGATP/P/2017/0 0353	Defence Finance	Shri Gaurav IDAS ACDA	28-Apr-17
9501632512	CGDAN/P/2017/ 00171	Defence Finance	SAO	1-May-17
9466312635	CGATP/P/2017/0 0353	Defence Finance	ACDA	2-May-17
6122321124	DOPPW/E/2017/ 02215	Defence Finance	Smt Preeti Tongaria IDAS Dy.CDA	25-May-17
1975226018	CGATP/P/2017/0 0620	Defence Finance	SH. MANOHAR LAL ,AO	30-May-17
9503603058	DOPPW/E/2017/ 02215	Defence Finance	Smt Preeti Tongaria IDAS Dy.CDA	1-Jun-17
25691831	CGDAN/P/2017/ 00318	Defence Finance	SH. BALBIR SINGH Sr. AO	6-Jun-17
1942466341	CGATP/P/2017/0 0696	Defence Finance	SH. G L JANOVA SAO	6-Jun-17
1125691831	CGDAN/P/2017/ 00318	Defence Finance	SH. BALBIR SINGH Sr. AO	7-Jun-17
1892236070	PMOPG/D/2017/ 0174280	Defence Finance	SH. SANJEEV KUMAR AO	21-Jun-17
1972222518	PMOPG/D/2017/ 0179858	Defence Finance	SH Mehar Singh SAO	30-Jun-17