

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.IV

Dated:31/08/2016

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

Subject:- Strengthening of Grievance Redress Mechanism – Strict adherence to time limit for disposal of grievances.

Please find enclosed a copy of Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances Office Memorandum No.K-11017/3/2015-PG C1 dated 22.07.2016 received under MoD, D(O&M)/PG ID.No.F.36(2)/2016-D(PG/O&M) dated 16.08.2016 through Ministry of Defence (Finance) DAD Coord ID.No.33(2)/C/2016/T-III (2047) dated 19.08.2016 on the above mentioned subject, which is self-explanatory, is forwarded herewith for information and strict compliance on the instructions given in para.2 of the above mentioned O.M.

Encl: 3 Pages


(T. K. Jajohna)

Sr. Dy. CGDA (Admin) & Grievances Officer

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10
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Encl: 3 Pages

Sd/-

(T. K. Jajoria)

Sr. Dy. CGDA (Admin) & Grievances Officer

Copy to :-

- 1) All Admin Sections
- 2) All Audit Sections
- 3) IFA Wing, Hindi Cell, & Accounts & Budget
- 4) EDP Section

- For similar action.

- For similar action & uploading on CGDA's website.

Encl: 3 Pages

(T. K. Jajoria)

Sr. Dy. CGDA (Admin) & Grievances Officer

Ministry of Defence(Finance)
(DAD-Coord)

Subject: Strengthening of Grievance Redress Mechanism – Strict adherence to time for disposal of grievances.

A copy of Department of Administrative Reforms & Public Grievances Office Memorandum No.K-11017/3/2015-PG (C1) dated 15/22.08.2016 on the above mentioned subject received under MoD,D(O&M/PG) ID No.F.36(2)/2016-D(PG/O&M/PG) dated 16.08.2016 is forwarded herewith for further necessary action and compliance.

AAO(AN-GG)

Please acknowledge receipt.



(Rita Dogra)

Director-Finance (DAD-Coord)

Shri T.K.Jajoria, Sr.Dy.CGDA(AN) & Grievances Officer
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt.
MoD(Fin) ID No.33(2)/C/2016/T-III (2047) dated 19.08.2016

व्या. लेखा व. उप महानिदेशक (अनु.) / Sr Dy CGDA (AN)
553
आदेशी नं./Dy No.....
23/08/16
दि. 20/16

Government of India
Ministry of Defence
(Department of Defence)
D(O&M/PG)

Subject: Strengthening of Grievance Redress Mechanism - Strict adherence to time limit for disposal of grievances.

Please find enclosed a copy of O.M. No. K-11017/3/2015-PG C1 dated 22.07.2016 received from DARPG on the above mentioned subject. It has been observed by DARPG that Ministries / Departments and Attached / Subordinate offices under them take considerable time to return back the grievances which do not pertain to them. This leads to long periods of pendency. It has been suggested to return back such grievances within a period of **maximum 5 working days**.

In this regard, all the Joint Secretaries are requested to take necessary action at their end and instruct all the attached/ subordinate offices under the Wings to strictly adhere to the instructions given in para. 2 of the above mentioned O.M.

Encl : As above

2047/C/16
19/8

Manisha
16/8/2016

(Manisha Bhatnagar)
Deputy Secretary (MIS)
Tel. No.23013416

All Joint Secretaries of DoD, MoD

MOD ID No. F.36(2)/2016-D(PG/O&M)

Dated 16.08.2016

Copy:

1. PPS to JS(PG/Coord) – for information.
2. All DS/Dir of DoD,MoD – for further necessary action.

17/08
DFA (closed.)
Boudale

No. K-11017/3/2015-PG C1
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Karmik, Lok Shikayat Aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar Aur Lok Shikayat Vibhag

5th floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi – 110001
Dated 15th July, 2016

22

Office Memorandum

Subject:-Strengthening of Grievance Redress Mechanism – strict adherence to time limit for disposal of grievances

The Department of Administrative Reforms & Public Grievances has been regularly monitoring and analyzing the disposal of Public Grievances in various Ministries/Departments. It is hereby observed that Ministries/Departments take considerable time to return back the grievances which do not pertain to them to the nodal Departments. Similarly attached/subordinate offices take too long to return back grievances which do not pertain to them to their Ministries/Departments thus leading to long periods of pendency.

2. Therefore, it is suggested that the Ministries/Departments should expeditiously examine the grievances received by them and return back the grievances which do not pertain to them within a period of maximum five working days. All the attached and subordinate organizations under the Ministries/Departments should also be instructed accordingly.

(Sumita Dasgupta)
Director of Public Grievances &
Deputy Secretary to the Government of India

To

Secretary,
All Ministries/Departments (As per list)

डा. का. सं. (11700)
दि. सं. 27.7.16

U.S. (O&M/PG/CMU)
Diary No. 5029
Date 03/08/16

Handwritten initials and dates: 29/7, 5029, OS (MIS), MSR 01/3/16, MM 3/8

Office of Dy. Secretary (MIS)
Dy. No. 462
Date 2/8/16

Handwritten signature: US (O&M/PG)

Handwritten notes: Please issue to all, MSA, 03-8-16