

**OFFICE OF THE CONTROLLER GENERAL OF DEFENCE ACCOUNTS**  
**ULAN BATAR ROAD, PALAM DELHI CANTONMENT – 110010**  
**GRIEVANCE CELL**

No. AN/GRIEVANCE CELL/Corr/Misc/VI

Dated 15/09/2015

To

**The Grievance Officer**  
**O/o the PCsDA / CsDA / PCof A/cs(Factories)**

**Sub:** Streamlining Action on Public Grievances- Uploading of replies given by the Ministries/ Department to the petitioner on CPGRAMS.

A copy of the Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public Grievances Office Memorandum bearing No. K-11011/4/2015-PG dated 24/08/2015 received from Ministry of Defence (Finance) (DAD-Coord) ID No.33(2)/C/2015 (2209) dated 09.09.2015 on the above mentioned subject, which are self-explanatory, is forwarded herewith for information and strict compliance please.

Encl: 2 Pages



(KAVITA GARG)

Sr. Dy CGDA(AN) & Grievance Officer

Copy To:

- (i) All Admin Section
- (ii) All Audit Section
- (iii) IFA Wing, Accounts & Budget
- (iv) EDP Section

For similar action

For similar action & uploading on CGDA website.



(KAVITA GARG)

Sr. Dy CGDA(AN) & Grievance Officer

173  
16/9/15

Ministry of Defence(Finance)  
(DAD-Cord)

Subject: Streamlining Action on Public Grievances – uploading of replies given by the Ministries / Departments to the petitioner of CPGRAMs.

Copy of Department of Administrative Reforms & Public Grievances Office Memorandum No.K-11011/4/2015-PG dated 24.08.2015 on the above mentioned subject is forwarded herewith to office of the CGDA for taking further necessary action and compliance please. .

(Rita Dogra)  
DFA(DAD-Cord)

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L0109

Smt. Kavita Garg, Sr.Dy.CGDA(AN) & Grievances Officer  
Office of the CGDA, Ulan Batar Road, Palan, Delhi Cantt.  
MoD(Fin) ID No.33(2)/C/2015 (2209) dated 09.09.2015

रक्षा लेखा को उपाय करणिका	CGDA(AN)
डाकरी सं. D. No.	467
दिनांक/Date	10/9/15

No.K.11011/4/2015-PG  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi.

Dated : 27.8.15

Office of DFA (Estt/MAO)  
Dy. No. 1896  
Date 31-8-15

OFFICE MEMORANDUM

Subject :- Streamlining Action on Public Grievances – uploading of replies given by the Ministries / Departments to the petitioner on CPGRAMS

It is observed that in most of the cases of public grievances, the Ministries / Departments / Organizations do not upload the replies to the petitioner on the portal. It is requested that in case, any letter or Orders etc. are issued by the Ministry / Department / Organization concerned for redress of the grievance or for not acceding to the request for valid reasons, the same may also be uploaded into the portal. Extension of access of CPGRAMS through Common Service Centres (CSC) is under consideration and it is required that print out of reply should be given from CSC

3. All Ministries / Departments are requested to note the above instructions for compliance to ensure effective redressal of public grievances.

*Smita Kumar*  
(Smita Kumar)  
Joint Secretary

No. K-11011/4/2015-PG  
FA DS,  
Department of Defence Finance,  
South Block,  
New Delhi-110011.

has seen

Addl FA(RK) & JS

*[Signature]*  
31/8  
DAD (Coord)

*[Signature]*  
1/9  
DFA (E)

AFA(E)  
Do we have any such mechanism in r/o MOD(Fin)? If not, some may be taken up with sec. of P  
1/9

Office of Addl. FA (R.K.) & J.S.  
Dy. No. 3029  
Date: 31/8/15

3029/15  
3/9

Office of Addl. FA (R.K.) & J.S.  
Dy. No. 4186  
Date: 31/8/15