

MOST IMMEDIATE

कार्यालयरक्षालेखामहानियंत्रक, उलानबटाररोड, दिल्लीछावनी -10
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010

GRIEVANCE CELL

No.AN/Grievance/Report/Meeting/Vol.V

Dated: 04/12/2017

To,
The PCsDA / CsDA / PCA (Factories)

Subject: -Status of pending grievances received from Prime Minister's Office/DARPG.

Kindly refer to this HQrs. Office letter of even number dated 29.06.2017, vide which it was requested to direct the Grievance Officers of your organization to monitor the pending grievances on weekly basis. It has been noticed that the grievances received through CPGRAMS are being not attended in accordance with the Ministry's guidelines circulated by this office from time to time. A large number of grievances are pending against this organization i.e. 180 cases of PMO's Office and 858 cases of DARPG and others agencies as on 30.11.2017. The grievances are to be redressed within the stipulated time frame of 60 days,

2. It is pertinent to mention here that a status report on the pending grievances as on 30.11.2017 has been called for by the Ministry. Therefore, it is requested that the grievances pending for more than 2 months in your organization may please be reviewed at your level and also direct the Grievance Officer of your organization to monitor all the pending grievances on weekly basis. The status report on outstanding grievances may please be furnished by 6th of December 2017 positively to enable this HQrs. Office to submit the status report to the Ministry by due date.

Please accord top Priority.



(Sham Dev)

Jt. CGDA (Admin)

Copy to :-

2. The Grievance Officers of Controller Offices
3. All sections in this HQrs. Office
4. IT and S (Wing)

For information and necessary action to submit the status of all the outstanding Grievances by 5th Dec. 2017.
- For similar action with a request to upload on CGDA's website.



(Sham Dev)

Jt. CGDA (Admin)