

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010

(शिकायत कक्ष/Grievance Cell)

सं. AN/Grievance/Report/Meeting/Vol.VI

दिनांक: 18/01/2018

सेवा में,

शिकायत अधिकारी

समस्त रक्षा लेखा प्रधान नियंत्रक/रक्षा लेखा नियंत्रक/

प्रधान लेखा नियंत्रक(फै.)

विषय : - शिकायत निवारण तंत्र को मजबूत बनाना : शिकायतों का तीव्र एवं प्रभावी निस्तारण
Subject:- Strengthening of Grievance Redress Mechanism - Expeditious and effective disposal of grievances.

कार्मिक, लोक शिकायत व पेंशन मंत्रालय के प्रशासनिक सुधार व लोक शिकायत एवं पेंशन विभाग का दिनांक 29.11.2017 का कार्यालय ज्ञापन संख्या K-11017/3/2016-PG C1 जो रक्षा मंत्रालय वित्त के रक्षा लेखा विभाग(समन्वय) की दिनांक - 27.12.2017 की आई.डी सं. 33(2)/C/2017/T-III(2570) के अधीन प्राप्त हुआ है, स्वतः स्पष्ट है। यह ज्ञापन आपके सूचनार्थ एवं अनुपालनार्थ प्रेषित है।

Please find enclosed a copy of Ministry of Personnel, Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances and Pension, Office Memorandum No.K-11017/3/2016-PG C1 dated 29.11.2017 received under Ministry of Defence (Finance) DAD Coord ID.No.33(2)/C/2017/T-III (2570) dated 27.12.2017 on the above mentioned subject, which is self-explanatory, for information and strict compliance please.

संलग्नक: 3 पृष्ठ

कविता
(कविता गर्ग)

रक्षा लेखा वरिष्ठ उप महानियंत्रक(प्रशा.)शिकायत अधिकारी

प्रतिलिपि :-

1. प्रशासन के सभी अनुभाग - उपर्युक्तानुसार कार्रवाई हेतु।
2. लेखापरीक्षा के सभी अनुभाग
3. आई.एफ.ए. विंग, हिंदी कक्ष, लेखा एवं बजट तथा प्रशिक्षण प्रभाग
4. आई.टी.& एस. अनुभाग उपर्युक्तानुसार कार्रवाई एवं रक्षा लेखा महानियंत्रक की वेबसाइट पर अपलोड करने हेतु।

कविता
(कविता गर्ग)

रक्षा लेखा वरिष्ठ उप महानियंत्रक(प्रशा.)शिकायत अधिकारी

→
Q
28/12/17
SAD (cc)

Ministry of Defence(Finance)
(DAD-Coord)

Subject: Strengthening of Grievance Redress Mechanism – Expeditious and effective disposal of grievances.

A copy of Department of Administrative Reforms & Public Grievances Office Memorandum No.F.No.K-11017/3/2016-PG C.I dated 29.11.2017 is forwarded herewith to office of the CGDA for further necessary action and compliance please.


(Anu Arora)

Asstt. Financial Adviser (DAD-Coord)

Grievances Officer
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt.
MoD(Fin) ID No.33(2)/C/2017/T-III (2570) dated 27.12.2017

3871
28.12.17

2

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 29th November, 2017

Office Memorandum

Subject:-Strengthening of Grievance Redress Mechanism – Expeditious and effective disposal of grievances

The undersigned is directed to reiterate the instructions given by Hon'ble Prime Minister during the PRAGATI meeting on 27.01.2016 that "Secretaries of all Departments having substantial public dealing should personally examine ten grievances every week and Addl. Secretary/CMD rank and Joint Secretary Officers should examine 20 and 30 grievances respectively every week".

2. It is also requested that the details of the nodal Public Grievance Officer may be updated on "pgportal.gov.in". The Public Grievance Officer and the staff dealing with public grievances should be well versed with the public grievances portal. It is reiterated that the operational training on CPGRAMS is held last Tuesday of every month besides which open house training to address the problems relating to CPGRAMS is held every Tuesday from 11 AM to 1 PM. The nominations for attending the operational training may be sent to this Department in advance. All the attached and subordinate organizations under the Ministries/Departments should also be instructed accordingly.

[Handwritten signature]

[Handwritten signature]
21/12
APA (DMD)-cor

[Handwritten signature]
(Sumita Dasgupta)
Director of Public Grievances &
Deputy Secretary to the Government of India

To
Secretary,
All Ministries/Departments (As per list)

Copy to:

1. Sr. PPS to Secretary (ARPG & Pension)
2. PS to AS(ARPG)
3. PPS to JS(PG)
4. PS to DS (PG)
5. Shri K. Madhavan, Tech. Director, NIC
6. US(PG-States)/US(PG-II)/US(Policy)

Office of Addl. FA (ARPG & JS)
Dy. No. 4867
21/12/17

[Handwritten signature]

No.K-11022/1/2016-PG (part)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi.
Dated : 12th February, 2016

OFFICE MEMORANDUM


Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting of 27.01.2016

During the PRAGATI interaction on 27.01.2016, the Hon'ble Prime Minister reviewed the status of disposal of grievances relating to Central Board for Excise and Customs. During the discussion, the Hon'ble PM, inter-alia, desired that:

'Secretaries of all Departments having substantial public dealing should personally examine 10 grievances every week and Addl Secretary / CMD rank and Joint Secretary officers should examine 20 and 30 grievances respectively every week'

This has also been uploaded on eSamikSha by Cabinet Secretariat vide UID No. 2689/3 under 'Pragati ATR on ISSUES RELATING TO EXCISE & CUSTOMS' on 27/01/2016.

2. Accordingly, all Ministries / Departments are requested to note the above instructions for strict compliance to ensure effective redress of public grievances and to dispose of grievances as per above. Department of Administrative Reforms and Public Grievances would be also reviewing the progress from time to time in the matter.


(Sumita Dasgupta)
Deputy Secretary to the Govt. of India

To

No. K-11022/1/2016-PG(part)

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

For compliance
pl.

17/2
+202
FA DS

19/02
D.F.A. (GAS)

1006
17/2/2016

826/Adl. FA DS
17/2/2016

437/C-116
22.2.16