



कार्यालय रक्षा लेखा महानियंत्रक  
उलान बटार रोड, पालम, दिल्ली छावनी - 110010  
**Office of Controller General of Defence Accounts**  
Ulan Batar Road, Palam, Delhi Cantt - 110 010.  
☎ 011-25665562, 25665745, Fax No. 011-25674806/25674821  
E-mail: "[grievancecgda.dad@gov.in](mailto:grievancecgda.dad@gov.in)"



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

Date : 28.10.2021

To

The Officers In-Charge,  
All Sections of HQrs Office,  
(Local).

**Sub:-** Strengthening of Grievance Redressal Mechanism and make it Citizen Friendly –  
Handling of Appeals on Grievances reg.

**Ref:-** HQrs Office circulars of even no. dated 28.05.2020 and 22.07.2021.

Reference is invited to the HQrs Office circulars under reference on the subject. Based on the directives of the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law & Justice; the Dept. of Administrative Reforms & Public Grievances has requested all the Mins./Depts. to identify a Nodal Officer to whom complaints against the orders/decisions of the Department on grievances can be made. Accordingly, Shri Rajeev Ranjan Kumar, IDAS, Dy. CGDA was nominated as Nodal Authority and circular dated 28.05.2020 {Cir. No. 4106} was issued through CGDA's website.

2. As a follow-up action to the above, the DARPG vide their OM bearing File No.S-15/61/2020-O/oDA(PG)-DARPG (6910) dated 04.01.2021 has compiled & circulated the list of Appellate Authorities received from various Ministries/Departments, inter-alia, intimating that login credentials for appeals will be provided separately. A brief description on Appeal Module for use in the Department has also been received with the said OM. Subsequently, the nomination of Grievance Officer and Appellate Authorities in the Dept has been reviewed and details of the Officers so nominated has been circulated vide HQrs circular of even no. dated 22.07.2021 {Cir. No. 4542}.

3 As may be seen from the said circular, all the Senior Joint CGsDA and Joint CGsDA have been nominated as Appellate Authorities for considering complaints & appeals against disposal of grievances received in the HQrs Office. Shri Manish Tripathi, IDAS, Joint CGDA has been nominated as the Nodal Appellate Authority for liaison with the MOD (Fin), DARPG and other Ministries/Departments whenever required.

4. As per the above said DARPG OM dated 04.01.2021, login credentials for Appeal Module were to be provided by them. After protracted correspondence, the same have now been received from the DARPG on 11.10.2021. As the Appeal Module has been made operational in the month of January 2021, all the appeals addressed/meant for the MOD (Fin)/Dept. have been found received & lying for initiation of action on the said Portal for want of login credentials. On receipt of login credentials now, all those Appeals have been forwarded to the concerned Sections of the HQrs Office for examination & necessary action. The appeals received hereinafter will also be forwarded similarly through portal. Appeals received through e-mail/hard-copies, if any, will be transmitted through e-mail/hard-copies.

5. In the above connection, it may be noted that all the Sections of HQrs Office will process the Appeals {other than e-mails/hard-copies} through existing Grievances portal. A Standard Operating Procedure (SOP) for the purpose is under preparation and will be circulated in due course.

6. In view of the above, all the Sections of HQrs Office are requested to process the Appeals and take necessary action after obtaining the approval of the Sr.Joint CGDA / Joint CGDA concerned. The comments of the field offices, wherever required for disposal of appeals, may be obtained at their end. The Nodal Appellate Authority will finally dispose of the Appeals through Grievance Cell of HQrs Office.

7. Since delay in process of Appeals has already occurred due to late receipt of login credentials, Top Priority may kindly be accorded to clear the pendency.

This issues with the approval of the Senior Joint CGDA (P&E).



(Vinod Kumar)  
ACGDA

- Copy to:
- 1 The MOD (Fin),  
DAD-Coord, South Block,  
New Delhi. - For information please.
  - 2 All the PCsDA/PIFAs/  
CsDA/IFAs - For information and necessary action with reference to Para 2 of HQrs circular dated 28.05.2020 and Para 5 of HQrs circular dated 22.07.2021 cited above under reference.
  - 3 The IT & S Wing  
(Local) - With request to upload on the website.



(Vinod Kumar)  
ACGDA