

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.V

DATED: 10/11/2017

To

✓ The Grievance Officer
O/O The PCsDA/CsDA/PCA (Fys)

Subject:- Review of Grievances - Follow-up action on the Minutes of the PRAGATI (Pro Active Governance and Timely Implementation) meeting held on 27.09.2017.

A meeting on the subject was held on 27.09.2017 at DARPG and the following decisions were taken by the Ministry.

- 1) The Office should analyze the grievances (problems related to person, process, policy, in particular region/nature) and work accordingly for faster resolution.
- 2) Sensitization of officers and use of technology to increase efficiency and effectiveness should be ensured.
- 3) Efforts should be made to make systemic changes so as to minimize grievances.

Accordingly, it is reiterated that the above instructions may please be got noted from the dealing officers/staff for strict compliance in order to ensure effective redress of public grievances within the stipulated time period of 60 days and where redressal is likely to take a longer time an interim reply should be sent to the citizen explaining the steps taken and assuring that further necessary action is being taken in the matter. It is also reiterated that the reply furnished to the citizen should invariably be uploaded on pportal which can be downloaded (including attachment, if any) by the citizen directly. Further, it is reiterated that all the offices of PsCDA/CsDA/PCA (Fys) 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 and all the attached and subordinate organizations under your organization should also be instructed accordingly.


(Kavita Garg)

Sr. Dy.CGDA (AN) & Grievance Officer

Copy to :-

1. All sections of HQrs. Office - For similar action
2. IT and S (Wing) - With the request to upload in the CGDA's website.
3. Ms. Anu Arora, - For information with reference to their ID No.33(2)/
Assistant Financial Advisor C/2017 (2225) dated 06.11.2017
Ministry of Defence (Finance)
DAD Coord, South Block,
New Delhi.


(Kavita Garg)

Sr. Dy.CGDA (AN) & Grievance Officer