

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.VI

Dated: 03/05/2018

To,

The Grievance Officer

O/O the PCsDA / CsDA / PC of A/cs (Factories)

Subject:- Feedback on disposal of grievances received through CPGRAMS and a Meeting on Public Grievances and CPGRAMS taken by the PMO on 05.03.2018 - issue of guidelines as follow-up action regarding.

Reference:- DARPG OM No.S-15/11/2018-PG(States) (e-Office No.5685) dated 05.04.2018 received under MoD (Fin) ID Note No.10(3)/C/2018/(829) (TK-II) dated 16.04.2018 and this HQrs. Office letter No.AN/Grievance/Report Meeting/Vol.V dated 26.06.2017.

A personal of feedback on disposal of grievances on the pg portal for the period form 01.04.2017 to 20.04.2018 has been carried out by Ministry of Defence (Fin). It has been revealed by them that out of total responses received, almost 50% of the feedback falls in the category of average to poor and this has been viewed seriously.

2. Ministry has directed to have a close look and analyze each and every feedback to find out the reasons for low satisfaction level and take necessary steps to improve the quality and speed of disposal of grievances.
3. It is therefore, requested to furnish an action taken report in the matter by 10.05.2018 to enable this office to submit the consolidated action taken report to the Ministry.
4. Further DARPG vide their OM dated 05.04.2018 has intimated that a meeting was taken on Public Grievances and CPGRAMS by the PMO on 05.03.2018 and during the meeting PMO had indicated that the following specific points may also be incorporated in the Standard Operative Procedures, Public Grievances for strict compliance of the concerned Departments, which are as under:-
 - a) The Nodal Officers in the concerned Ministries/Departments/Organizations/States to strictly monitor the disposal of petitions, especially the quality aspects of Disposal.
 - b) The reply to the petitioner must be uploaded on the system.
 - c) Repeat petitions in respect of unsatisfactory redressal may be looked at more closely and a speaking reply may be furnished in such cases.
 - d) It is observed that sometimes the petitions are forwarded to the same officer against whom the complaint has been made eg. Complaint of corruption against manager of a Bank Branch is sent to the same officer and the case is disposed off only on the basis of statements of the officer against whom the complaint has been made. All such complaints should be handed independently.

e) The Ministries/Departments/Organizations/State Governments being nodal need to rigorously pursue with their respective Sub-ordinate Organizations to ensure timely and quality disposal of petitions logged in the systems.

5. In view of above, it is requested that the above points may please be incorporated in their SOP for strict compliance.

This issues with the approval of Jt.CGDA (AN)

P.K.R.

(P.K. Rai)

Sr.Dy. CGDA (AN) & Grievance Officer

Copy to :-

1. All sections of HQrs. Office - For similar action
2. IT and S (Wing) - For similar action with the request to upload in the CGDA's website.
3. Ms. Anu Arora, Assistant Financial Advisor Ministry of Defence (Finance) DAD Coord, South Block, New Delhi. - For information with reference to their ID Note No.10 (3)/C/2018/(829)TK-II dated 16.04.2018 and F. No. 33 (02)/C/2018 dated 20.04.2018.

Sd/-

(P.K. Rai)

Sr.Dy. CGDA (AN) & Grievance Officer