

**Office of the Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt-110010**

Phone/ Fax: (011)-25674813

No. AT/V/CC/CPGRAMS/Misc/2016

Dated: 22.03.2016

To,

- | | | |
|-------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------|
| 1. Dr. GD Pungle
PCDA
PCDA (P) Allahabad | 2. Shri Rakesh Sehgal
PCDA
PCDA (N) Mumbai | 3. Shri RN Dash
CDA
CDA (AF) New Delhi |
| 4. Shri Roshan Lal,
CDA
CDA Chennai | 5. Shri Kanwaldeep Singh
CDA
CDA (PD) Meerut. | 6. Sh Amit Gupta
JCDA
CDA(AF) New Delhi |

Sub: Disposal of Public grievances – reg

The Secretary ESW, Ministry of Defence vide DO letter dated 15.03.2016 addressed to CGDA and JS ESW, Ministry of Defence vide mail dated 19.03.2016 has brought out that as per analysis of CPGRAMS complaints conducted by DAR & PG, the Department of ESW is in the list of 20 GoI departments who receive 80% of the grievances. The study also points out that in a large number of cases, more than 60 days time (beyond permitted limit of 60 days) is being taken to finalize the action on such grievances. The Hon'ble PM and Hon'ble RM attach lot of importance to timely disposal of public grievances and review the disposal of public grievances regularly.

2. This HQrs Office has also been very closely following up the disposal of pension related grievances specially those on CPGRAMS (majority of grievances are now processed through CPGRAMS). Regular reminders and DO letters are also issued to various offices of the department to ensure that pension related grievances are settled on priority and in a time bound manner. It is, however, seen that as per latest status of complaints registered on CPGRAMS, 336 grievances are pending since 31.03.2015 on FADSS-ID, (CGATP), 92 grievances since

20.01.2016 on DSWOI-ID and 116 grievances since 29.12.2015 on CGDA-I. As regards manual complaints, the oldest grievance is pending since 2009 (pertaining to a discipline cases). These delays are well over the permitted 60 days period for settlement of cases. While in some cases, the action on the grievance is pending with agencies like Record Offices, Banks and other authorities involved in pension structure, it is also seen that action remains pending with departmental offices for very long or at times sketchy, incomplete and inadequate replies are given to complaints, which delays the final settlement on the grievances. As a result, the grievances remain pending for long, more than the permitted time-lines for settlement. As already pointed out, the settlement of grievances are being monitored at the highest level in the Government, and therefore, need utmost priority at all levels and at all times.

3. The Competent Authority has desired that all Heads of Departments/ Heads of Offices of the department dealing with grievances particularly pension related grievances will personally review and monitor settlement of grievances received in their offices specially those registered on CPGRAMS and ensure that public grievances are settled within the prescribed time limit and taken up on priority. In case, multiple agencies are involved in grievances, vigorous efforts be made with all concerned to ensure final action within the prescribed time-lines.

4. Kindly accord highest priority to settlement of public grievances so that the prescribed time limit for redressal is met by the Department.

5. This has the approval of the CGDA

S. Datta
(For CGDA)

Copy to

- | | |
|--------------------------------------|----------------------------------------|
| ✓ 1. All CDA/PCDA Offices | - For information and necessary action |
| 2. AN- Grievance Section CGDA Office | - For information and necessary action |
| 3. To, OI/e EDP Section | - with a request to upload on website. |

[Signature]
(For CGDA)