

(Through Website)



कार्यालय, रक्षा लेखा महानियंत्रक,
उलान बटार मार्ग, पालम, दिल्ली छावनी- 110010

Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt.-110010

E-mail:-grievancecgda.dad@gov.in Phone No-011 25665581, 25665562, 25665745

Fax:25674806 / 25674821



F No. AN/Grievance/Reminders/2021

Dated: 22/02/2021

To

The Grievance Officer
O/o the PCsDA / CsDA / PCA (Fys)

Subject:- Effective and efficient redressal of public grievances is the fundamental to the citizen centric governance.

A copy of DO letter No. S-15/23/2020-PG(Centre-I)-(C.No.6717) dated 11.01.2021 from the Secretary, Dept. of Administrative Reforms & Public Grievances, received through MoD (Fin) under their ID No. 10(5)/DAD-C/2021/T-3/96 dated 28.01.2021 on the above subject, is forwarded herewith for compliance of directions contained in the said DO letter.

2. While complying the directions contained in the said DO letter, special attention may be paid to the instructions given by the Hon'ble Prime Minister regarding analysing the underlying cause of the grievances from process, person & policy point of view so that appropriate intervention can be made to address the issue on sustainable basis. Thus the grievances are to be analysed to identify the problem areas and take preventive measures so that grievances on same/similar issues do not arise in future.

3. Further, it is observed that some complaints are also being received & processed as grievances. In this regard, reference is sought to Para 5(i) of the SOP for Handling of Grievances, circulated vide HQrs circular dated 16.12.2020 {Sl. No. 4376 on CGDA website} wherein it was requested to examine the nature of the grievance at first instance and if it was found to be a complaint only, the same should be processed accordingly and also initiate action for closure of the same on pg-portal. In case, unwarranted complaints/representations are allowed to remain pending on pg-portal in the form of grievances, the genuine grievances may not get appropriate attention & priority.

4. It is, therefore, again requested that all the pending grievances may be examined and suitable action taken for redressal of the same at the earliest. Top priority may please be given to clear backlogs, if any.

This issues with the approval of CGDA

(Manish Tripathi)
Joint CGDA &
Public Grievance Officer

Copy to: -

1. All sections of HQrs Office
2. O I/c IT &S Section
(Local)

: For information & necessary action please.
: For uploading on CGDA website please.

(Vinod Kumar)
ACGDA (GC)

डा. कृष्णपति शिवाजी, आई ए एम
सचिव
Dr. Kshatrapati Shivaji, IAS
SECRETARY

Tel: 011-23742135
Fax: 011-23742543
Email: secy-arp@gmail.com



भारत सरकार,
काभार, लोक शिकायत तथा पेशान मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
SARDAR PATEL BHAWAN, SANASAD MARG,
NEW DELHI 110001

FA(DS)-1/c

24/1

DA (DAD-Card)

JS & Addl FA (AN)

27/1

25/1
AFA (DAD-Card)

D.O.No.S-15/23/2020-PG(Center-1)-(C.No.6717)

11th January, 2021

Dear Secretary colleagues,

Effective and efficient redressal of public grievances is the fundamental to the citizen centric governance. Centralized Public Grievances Redressal System (CPGRAMS) has been instituted to provide a 24x7 platform to the common public to bring their concerns/ grievances directly to the notice of the highest authorities in the Government.

2. Those grievances are to be addressed promptly and with utmost sensitivity as soon as they are received. Where immediate resolution is not possible within the stipulated time period due to long term policy issues or legal implications, the citizen shall be informed politely before closing the cases. However, it has been observed that some grievances are still not closed in CPGRAMS even after a lapse of a year or so.

3. The pendency in CPGRAMS grievances was discussed by the PMO. They have directed to clear the pendency in a time bound manner. Accordingly, provision has been made in CPGRAMS to reflect age wise pendency in order of oldest coming first. You may request the nodal grievance Officers in your Ministry to examine the pending cases and liquidate backlogs on priority.

4. Further, Hon'ble, PM has given directions in the PRAGATI meeting held on 25th November 2020 that the grievances received in the CPGRAMS shall be analyzed to understand underlying cause of the grievances from the process, person and policy point of view so that appropriate intervention can be made to address the pain points on sustainable basis.

5. I seek your cooperation for an effective and efficient public grievance redressal system

Warm
With regards

Yours sincerely

(Kshatrapati Shivaji)

Secretaries of all Central Ministries / Departments