

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010
GRIEVANCE CELL

CIRCULAR

No.: AN/GRIEVANCE CELL/Corr/Misc/VII

Dated: 24.06.2019

To,

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

Subject:- Strengthening of Grievance Redress Mechanism - Quality of disposal of Grievances.

It has been observed that majority of offices are disposing of the grievances on CPGRAMS portal in compliance with the guidelines of DARPG issued from time to time but a few offices are not adhering to the laid down guidelines. The objective is that the grievance should be disposed of to the utmost satisfaction of the citizens in a responsive manner and quality redressal of the grievance is a key objective.

2. It is suggested that the following measures may be taken to make grievance redressal mechanism more effective: -

- (a) Prompt Acknowledgment of the grievances;
- (b) Careful analysis;
- (c) Obtaining feedback from the users;
- (d) Taking decision on grievances at a fairly senior levels and
- (e) Sending reasoned reply to the complainant;

3. Further, while redressing the grievances, following points should be taken care of: -

- (a) All the communications should be in a polite manner.
- (b) The citizens should be sent well drafted reasoned reply before closing/ Disposing the grievances on the pg portal. The reply furnished to the citizen should also invariably be uploaded on pg portal.
- (c) Repeat petitions in respect of unsatisfactory redressal may be looked at more closely and a speaking order may be furnished in such cases.
- (d) The petition should not be dealt with by the same person (Wherever complaint is for corruption) against whom the complaint has been made. All such cases should be handled independently.
- (e) Wherever possible, clear cut decisions should be communicated to the petitioner. However, if any, deficiencies in the decisions are pointed out, same should be dealt without any delay.
- (f) While rejecting the petition, the Rule(s), if any under which the same has been rejected is/are to be indicated so that the petitioner may know the basis of the decisions.
- (g) All the cases forwarded for closure must be recommended by the concerned controllers /sections of HQrs. Office for closure of the grievance.

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- (h) All the anonymous complaints grievances should be forwarded for closing with unreceived envelope addressed to the complainant (with valid remarks given by the postal authorities). In case address is not available in the petition, a certificate in this regard may be uploaded.
- (i) In case Authority of any G.o.I letter is quoted by the Controller / section, while furnishing reply to the citizen, a copy of same should be uploaded along with reply.
- (j) The grievance should be redressed within a period of maximum of two months of its receipt. In case, it is anticipated that the finalization of a decision on a particular grievance may take more time than two months, an interim reply should invariably be sent to the petitioner.
- (k) In case, grievance involves policy decision/statutory change/court related matter. It could be closed under intimation to the petitioner with the comments that it could be revisited, in case any fresh development in the matter, merits the same.
- (l) The Controllers offices/sections of HQrs. Office 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.
- (m) **The Controllers / sections of HQrs. office should analyse the grievance (problems related to person, process, policy and resources) and work accordingly for faster resolution. Efforts should be made to make systemic changes so as to minimize the grievances.**
- (n) **In case, it is not feasible to accede to the request made in the petition, a reasoned reply may be issued to the aggrieved citizen within the stipulated time limit.**
- (o) **The particulars of the Grievance Officer i.e. name and contact details etc. should be updated regularly in the PG Portal.**



(Vinod Kumar)

ACGDA & Grievance Officer

Copy to:-

- (i) All sections of HQrs. Office : For strict compliance please.
- (ii) IT & S Section : For similar action and with the request to upload on CGDA Website.
- (iii) Guard File. : Filing



(Vinod Kumar)

ACGDA & Grievance Officer