



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 2566581, 2566562, 25665745
Fax: 25674806 / 25674821



F. No. AN/Grievance/Reminder/2020/Vol.V

Dated: 13.01.2021

To

All the PCsDA/PCA(Fys)/CsDA/CFAs

Subject:- Disposal of Pending Grievances Expeditiously.

During the scrutiny of pending grievances and related reports, the CGDA has observed that certain grievances are not being redressed within the prescribed time limits. This is a matter of concern for all as the undue delay in redress of grievances invites adverse remarks from the Ministry/DARPG besides leading to dissatisfaction amongst the service personnel/executives. Further, certain grievances, which are basically complaints in nature, are also kept pending for redressal as grievances instead of initiating action for segregation of such complaints from grievances.

2. It is further noticed that in certain cases, the grievances have been returned to the Grievance Cell after lapse of considerable time (say 30 to 50 days), contending that the subject matter does not pertain to them. This has also been viewed seriously by the competent authority. Whenever a grievance is received in a Section of HQrs Office/PCDA/CDA/CFA office, it should be ensured that the same pertains to their Section/Office and if it does not pertain to them, the same shall be transmitted to concerned Section/Office OR returned back to the Grievance Cell as the case may be, but within in a period of two (02) working days positively. In no case, a grievance may be kept pending with any Section/Office, if it does not pertain to them.

3. It is, therefore, enjoined up on all the Offices of PCsDA/PCA/CsDA/CsFA and the Sections of HQrs Office that due diligence may please be ensured while dealing with public grievances. The orders issued by the DOPT/DARPG from time to time on handling of grievances and also standard operating procedure (SOP) circulated vide HQrs Office circular of even no. dated 16.12.2020 may be kept in view while dealing with grievances.

4. It is reiterated that all out efforts should be made to redress the grievance within the prescribed time limits.

5. Further, a new Monthly Report on Strengthening of Grievance Redressal Mechanism in the Department has been introduced vide HQrs Office Circular dated 16.12.2020. The reports in respect of some of the Offices are still awaited. It is requested to forward the same at the earliest, if not already sent.

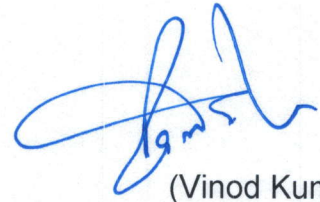
(Manish Tripathi)
Joint CGDA &
Public Grievance Officer

Copy to :1. All Sections of HQrs Office

2. IT & S Wing (Local)

- for information & compliance please

- with request to upload on website



(Vinod Kumar)
ACGDA (Grievance)