

MOST IMMEDIATE

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.VIII

Dated: 17/10/2019

To,
The Grievance Officer
O/O the PCsDA / CsDA / PC of A/cs (Factories)

Subject:- Feedback on disposal of grievances received through CPGRAMS.
Reference:- MoD (Fin) ID Note No.33(2)/DAD-C/2019/T-3/Reort dated 10.10.2019
and this HQrs. Office letter No.AN/Grievance/Report
Meeting/Vol.VI dated 03.05.2018.

Ministry vide above ID has forwarded the Feedback Report for the period from 01.07.2018 to 23.09.2019 on the subject matter for information and further necessary action/compliance.

2. A perusal of the status of feedback on disposal of grievances on the pg portal against this department has been carried out by the Ministry and it has been revealed that 63% of the feedback out of total responses received falls in the category of average to poor and this has been viewed seriously.

3. 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. It is pertinent to mention that the above directions/instruction have already been issued vide this office letters dated 17.04.2017 and 03.05.2018 respectively, for strict compliance.

4. It is therefore, requested to analyze each and every feedback to find out the reasons for low satisfactions and to furnish an action taken report in the matter by 25.10.2019 positively to enable this office to submit the consolidated action taken report to the Ministry. The steps taken to improve the quality and speedy disposal of grievances may also be furnished.

This issues with the approval of Sr. Jt. CADA (A/c).

(Vinod Kumar Goel)
ACGDA (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 Ministry's ID No.33 (2)/DAD-C/2019/T-3/Report dated 10.10.2019 and (02)/C/2018 dated 20.04.2018.

(Vinod Kumar Goel)
ACGDA (Grievance Officer)