

URGENT

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: 11/12/2019

To,
The Grievances Officer
O/o the PCsDA/CsDA/PC of A/Cs (Factories)

Subject: - Meeting on Grievance Redressal Mechanism in MoD held by
Defence Secretary - reg.

Meeting on Grievance Redressal Mechanism was held in the MoD on 24.10.2019 under the chairmanship of Secretary (Defence).

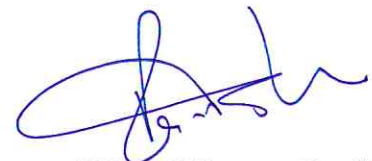
2. The presentations were made by officers from Department of Defence (DoD), Ministry of Defence (Finance), Department of ESW and DRDO on the existing Grievance Redressal Mechanism under CPGRAMS. The presentations basically dwelt on the mechanism for lodging of grievance, flow of grievances and steps involved in redressal of the same. During the meeting, the under mentioned action point also emerged out.

“The disposal in DoD has declined over the past performance. All the JSs must regularly review the pending grievances and bring down pendency”.

3. In this regard, it is intimated that while reviewing the pendency of the grievances it is observed that a large number of grievances are pending against this organization even after issue of periodical reminders. It is therefore, requested that the Grievance Officers concerned must regularly review the pending grievances pertaining to their office and bring down the pendency.

4. It is also requested that the quality of action on disposal of grievances, by giving well-reasoned speaking order while closing a grievance and uploading of relevant documents on CPGRAMS be ensured.

Sr. Jt.CGDA (AN) has approved.



(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.



(Vinod Kumar Goel)
ACGDA (Grievance Officer)