

**OFFICE OF THE CONTROLLER GENERAL OF DEFENCE ACCOUNTS
ULAN BATAR ROAD, PALAM DELHI CANTONMENT – 110010
GRIEVANCE CELL**

No. AN/GRIEVANCE CELL/Corr/Misc/VIII

Dated: 15/03/2016

To

The Grievance Officer
O/o the PCsDA / CsDA / PCof A/cs(Factories)

Sub: Public Grievances appearing in the columns of newspapers- Need for prompt action-.

A copy of the Ministry of Personnel, Public Grievances and Pensions, Department of Administrative Reforms & Public Grievances, Office Memorandum bearing No.K-11019/4/2015-PG C1 dated 11/02/2016 received from Ministry of Defence (Finance) (DAD-Coord) ID No.10(3)/C/2016 (467) dated 23/02/2016 on the above mentioned subject, which are self-explanatory, is forwarded herewith for information and strict compliance please.

Encl: 2 Pages


(T K Jajoria)
Sr. Dy CGDA (AN) & Grievance Officer

Copy to:

All Sections in Hqrs Offices(Local)	For similar action.
EDP Section (Local)	For similar action and uploading in CGDA Website.

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(T K Jajoria)
Sr. Dy CGDA (AN) & Grievance Officer

Ministry of Defence (Finance)
DAD-Coord
Room No. 24-A, South Block, New Delhi

Sub: Public grievances appearing in the coloumns of newspapers-need for prompt action-

A copy of Ministry of Personnel, Public Grievances and Pensions (Department of Administrative Reforms & Public Grievances) OM No. K-11019/4/2015-PG C1 dated 11.02.2016 on the above subject is forwarded herewith for information and necessary action.

AAO (AN-GL)



(Rita Dogra)
DFA (DAD Coord)

Shri Tarun Jajoria, Sr.Dy.CGDA (AN)

Office of the CGDA, Ulan Batar Road, Delhi Cantt

MoD (Fin) ID Note No. 10(3)/C/2016(467) dated 23.02.2016

स्वा लेखा व. आ परामित्त सं. पु.स.

आयपी सं/Dy No. 589

दि./Date. 25 Feb

No.K-11019/4/2015-PG C1
Government of India/Bharat Sarkar
Ministry of Personnel, Public Grievances and Pension
Karmik, Lok Shikayat Aur Pension Mantralaya
Department of Administrative Reforms & Public Grievances
Prashasnik Sudhar Aur Lok Shikayat Vibhag

Sardar Patel Bhavan, Sansad Marg,
New Delhi the 11th February, 2016

Office Memorandum

Subject: -Public grievances appearing in the columns of newspapers – need for prompt action -

As effective grievance redress mechanism is a priority of the Government, it is obligatory upon the Government to make the administration more responsive and to establish institutional arrangement to attend the public grievances promptly and sympathetically.

2. It is therefore reiterated that all Ministries/Departments should regularly examine the Grievances column of the newspapers to pick up the cases coming under their purview and take expeditious action to redress the grievances in a time bound manner. The citizen should be promptly informed of the action taken for redressal of the grievance within two month's time. Where redressal is likely to take longer, an interim reply should be sent to the citizen explaining the steps taken and assuring that further necessary action is being taken in the matter.

3. In addition to the above, it is further requested that the name of the Director of Public Grievances of the respective Ministry/Department may also be kept updated on "pgportal.gov.in"

Smita Kumar
(Smita Kumar)

Joint Secretary to the Government of India

To
Secretary,
Ministries/Departments (As per list)

825/Adm. (AOR)
17/2/2016
12/2
AOR (AOR)
19/10/16
DFA (COED)

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17/2/2016

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