

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

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

Dated: 07/12/2015

To

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

**Sub:** Central Public Grievance Redressal and Monitoring System (CPGRAMS)/DARPG:-  
Strengthening of Grievance Redress Mechanism- Quality of disposal of grievances.

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 dated 09/11/2015 received from Ministry of Defence (Finance) (DAD-Coord) ID No.33(2)/C/2015 (2920) dated 24.11.2015 on the above mentioned subject, which are self-explanatory, is forwarded herewith for information and strict compliance please.

2. In this connection, it is also requested to refer this office letter no. even dated 15/09/2015 already uploaded on CGDA website.

**Encl: 2 Page<sup>s</sup>**

  
**(T K Jajoria)**  
**Sr. Dy CGDA (AN)**

**Copy To:**

- (i) All Admin Section**  
**(ii) All Audit Section**  
**(iii) IFA Wing, Accounts & Budget**  
**(iv) EDP Section**

For similar action

For similar action & uploading on CGDA's website.

  
**(T K Jajoria)**  
**Sr. Dy CGDA (AN)**

265  
8/12/15

ANQ - 3815


27/11/15

Ministry of Defence(Finance)  
(DAD-Cord)

Subject: } Central Public Grievance Redressal and Monitoring System  
(CPGRAMS) / DARPG :- Strengthening of Grievance Redress  
Mechanism – Quality of disposal of grievances. .

A copy of Department of Administrative Reforms & Public Grievances  
Office Memorandum No.F.No.K-11019/4/2014-PG dated 09.11.2015 (bilingual)  
is forwarded herewith to office of the CGDA for further necessary action and  
compliance please.

AAO (AN-4C)

  
(Rajesh Kalia)  
SO(DAD-Cord)

Grievances Officer  
Office of the CGDA, Ulan Batar Road, Palan, Delhi Cantt.  
MoD(Fin) ID No.33(2)/C/2015 ( 2920 ) dated 24.11.2015

No. K-11019/4/2015-PG  
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

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5<sup>th</sup> floor, Sardar Patel Bhavan,  
Sansad Marg, New Delhi – 110001  
Dated 9<sup>th</sup> November, 2015

Office Memorandum

**Subject:**-Strengthening of Grievance Redress Mechanism – quality of disposal of grievances.

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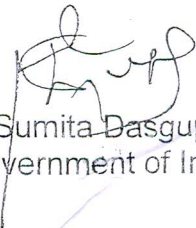
The Department of Administrative Reforms & Public Grievances has been regularly monitoring and analyzing the disposal of Public Grievances in various Ministries/Departments. It is hereby reiterated that quality redressal of the grievances is a key objective of the Centralized Public Grievance Redress And Monitoring System (CPGRAMS). It is therefore significant that the grievances should be disposed of to the utmost satisfaction of the citizens in a responsive manner. Ministries/Departments are accordingly requested to send well drafted reasoned reply to the citizens before closing/disposing the grievances on the pgportal. The reply furnished to the citizen should also invariably be uploaded on pgportal which can be downloaded (including attachments, if any) by the citizen directly.

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20/11  
Advt. P. A. (D. A.)  
" " (D. A.)

20/11

DFA (C. A.)

29/20/15  
24/11

  
(Sumita Dasgupta)  
Deputy Secretary to the Government of India

To

Secretary,  
All Ministries/Departments (As per list)

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(AR)

Budh