

— (62) OA Cell

कार्यालय, रक्षा लेखा नियंत्रक, रिज रोड, जबलपुर (मं प्र०) - 482 001
O/o The Controller of Defence Accounts, Ridge Road, Jabalpur (M.P.)-482001
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No. O & M/3608/CGDA-CIR/Vol.-II

Dated :25.08.2021

To

The Officer in Charge

1. All sections in Main Office
2. All PAOs / sub offices under the CDA Jabalpur.

Subject: - Strengthening of Grievance Redressal Mechanism in the Department – Amendment to SOP on reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS reg.

Reference:- HQrs Office circular AN/Grievance/report/Meeting/Vol. VIII dated 16.12.2020 circulated vide this section letter of even no. dated 10.03.2021.

A copy of HQrs office letter bearing no. AN/Grievance/report/Meeting/Vol. VIII dt. 03.08.2021 on the above subject is enclosed herewith for information and necessary action. However, the grievances received on CPGRAMS portal should continue to be resolved by sections/ PAOs/sub offices within 05 days from its receipt. Reply/action taken may please be intimated to the petitioner.

GO (Grievance Cell) has seen.

Encl:- As above.

- Sd-

(Yuktarth Mishra)

Sr. Accounts officer (Grievance Cell)

Copy To:-

1. The Officer in Charge
OA Cell (Local).

.....For uploading on the official website of CDA, Jabalpur.

(Yuktarth Mishra)

Sr. Accounts officer (Grievance Cell)

Through CGDA Website

627C
05/08/2021

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Phone No-011 25665581, 25665562, 25665745
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No. AN/Grievance/report/Meeting/Vol.VIII

Date : 03.08.2021

शिकायत कोष्ठ (Grievance Cell)

To

All PCsDA/PCA(Fys)/PIFAs
CsDA/CFAs(Fys)/GDA, RTCs/IFAs

Subject:- Strengthening of Grievance Redressal Mechanism in the Department – Amendment to SOP on Reduction of stipulated time limit for disposal of Public Grievance in CPGRAMS reg.

Reference:- HQrs Office circular of even no. dated 16.12.2020 (circular no. 4376 on CGDA's website).

Please find attached a copy of the Ministry of Personnel, Public Grievances & Pensions, Dept. of AR&PG OM bearing No. S-15/21/2021-O/o DS(PG)-DARPG (7085) dated 22.06.2021, received through MoD (Fin). The said OM is self-explanatory. As may be seen from the said OM, the DARPG has reduced the maximum time limit for disposal of grievances from existing 60 days to 45 days, based on the recommendation of the Dept. related Parliamentary Standing Committee on Min. of Personnel, Public Grievances & Pensions. However, the grievances related to the pensioners should continue to be resolved within 30 days in compliance of the decisions taken during e Samiksha in respect of Dept. of Ex-Servicemen Welfare on 08.11.2019.

2. Accordingly, the following amendments have been made to the Standard Operating Procedure (SOP) for Handling of Grievance in the Department, circulated vide HQrs Circular dated 16.12.2020 (circular no. 4376 on CGDA's website) cited under reference.

(Contd.2)

(i) **Replace the Existing Para 4.ii with New Para 4.ii**

Grievances received through pg-portal will be first examined in the Grievance Cell to verify whether the same are covered under the definition of 'grievance' or not. In case the same is NOT covered under the definition of 'grievance' and only a complaint/representation or suggestion in nature, the Grievance Cell will make a note/remarks to this effect in the relevant column on the pg-portal itself and closes the grievance. However, complaints/representations received on pg-portal through PMO/President's Secretariat will be processed on E-Office for obtaining approval of the Public Grievance Officer before closure. After closure of such complaints/suggestions on portal, the same are transmitted through e-mail or print-outs to the concerned Sections in the HQrs Office/PCDA/CDA for necessary action as deemed fit.

The Grievances, which are covered under the definition of 'grievance', will be forwarded, through the same portal, to the concerned Sections of HQrs Office for examination & necessary action. Where there is any difficulty in identifying the Section to whom the grievance pertains, the SAO/AO (Grievance) and/or the Public Grievance Officer will be consulted by AAO/Task-Holder.

(ii) **Replace the Existing Para 6.ii with New Para 6.ii**

Where the HQrs Office has transferred the grievance to the PCDA/CDA concerned, the Office of PCDA/CDA shall examine the issue(s) raised in the grievance & redress the same at the earliest and preferably, within 30 days. As per the revised guidelines, the grievances should be redressed finally within forty five (45) days from the date of its receipt in the Department. In case redressal is not possible within the prescribed time-frame due to any valid reasons, an interim reply shall be given to the petitioner.

However, the grievances related to the pensioners should continue to be finally resolved within 30 days in compliance of the decisions taken during eSamiksha in respect of Dept. of Ex-Servicemen Welfare on 08.11.2019. Further, the grievances under COVID-19 category shall continue to be taken up on high priority and resolved maximum within 3 days."

3. The above instructions/changes may please be disseminated to all concerned.

This issues with the approval of CGDA.



(Vinod Kumar)
ACGDA (HRD & GC)
& Public Grievance Officer