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OA Cell

कार्यालय, रक्षा लेखा नियंत्रक, रिज रोड, जबलपुर (म.प्र.)-482 001
O/o The Controller of Defence Accounts, Ridge Road, Jabalpur (M.P.)-482001
फोन: 0761-2608012/13, फ़ैक्स: 0761-2605622, ई-मेल: cda-jbl@nic.in and
O & M Cell ई-मेल: cdajbpom.dad@nic.in

No. O & M/3608/CGDA-CIR/Vol.-II

Dated : 27 .07.2021

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 and make it citizen friendly-
Nomination of nodal authority to whom Appeals on Grievances can be made.

A copy of HQrs office letter bearing no. AN/Grievance/report/Meeting/Vol. VIII dt.
22.07.2021 on the above subject is enclosed herewith for information and necessary action.

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



कार्यालय, रक्षा लेखा महानियंत्रक,
उलान बटार मार्ग, पालम, दिल्ली छावनी- 110010

Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt.-110010

E-mail:-grievancecgda.dad@gov.in Phone No-011 25665581, 25665562, 25665745
Fax:25674806 / 25674821



No. AN/Grievance/report/Meeting/Vol.VIII

Date : 22.07.2021

शिकायत प्रकोष्ठ (Grievance Cell)

To

1. All PCsDA/PCA(Fys)/PIFAs,
2. All CsDA/CFAs/IFAs/CDA (RTCs)/NADFM
3. All Sections of HQrs Office

Sub:- Strengthening of Grievance Redressal Mechanism and make it citizen friendly -
Nomination of nodal authority to whom Appeals on Grievances can be made.

Ref:- This Office circular of even no. dated 28.05.2020 and Officer Order bearing No. 314 dated 03.12.2020 circulated vide No. AN/IV/4533/7/Vol.VII dated 03.12.2020.

Kindly refer this office circular of even no. dated 28.05.2020 {Circular No. 4106 on CGDA's Website}, conveying the decision of the competent authority, nominating Shri Rajeev Ranjan Kumar, IDAS, Dy. CGDA (AN) as Nodal Authority to whom complaints against the orders / decisions of the department on grievances can be made. Shri Vinod Kumar, IDAS, ACGDA was the nominated Public Grievance Officer {PGO}.

2. Consequent to issue of HQrs Office Order bearing No. 314 dated 03.12.2020 circulated vide No. AN/IV/4533/7/Vol.VII dated 03.12.2020, nominating Shri Manish Tripathi, IDAS, Joint CGDA as Public Grievance Officer and also in the light of the decisions relating to nomination of officers to consider appeals on grievances as contained in the Minutes of the Meeting through Video Conference held under the Chairmanship of Addl. Secretary, DARPG on 04.01.2021, received vide DARPG ID bearing No. F.No.S-15/59/2020-O/o DS(PG)-DARPG(6898) dated 19.02.2021 and Minutes of the Meeting held on 25.05.2021 thorough Video Conference, it has been decided by the CGDA to revise the nominations.

3. Accordingly, the following officers have been nominated by the CGDA for handing Grievances & Appeals received in the O/o CGDA:

Public Grievance Officer	Shri Vinod Kumar, IDAS, ACGDA (Griev.)
Nodal Appellate Authority	Shri Manish Tripathi, IDAS, Jt.CGDA
Appellate Authorities	All the Sr.Joint and Joint CGsDA

-:2:-

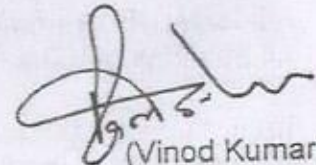
Shri Manish Tripathi, IDAS, Joint CGDA will also attend all the Meetings/Video Conferences related to grievances conducted by DARPG, DOPPW, MOD (Fin) etc.

4. Shri Rajeev Ranjan Kumar, IDAS, Dy. CGDA (AN) will continue to be the Nodal Appellate Authority for the Appeals received in the MOD (Fin) till further orders.

5. It is requested that all the relevant documents/information whenever sought by the Appellate Authorities may be provided at the earliest but not later than five working days so as to enable redressal of appeals within prescribed time limits (Para 2 of HQrs earlier letter dated 28.05.2020 also refers)

The above information may please be disseminated to all the concerned.

This issues with the ~~his~~ approval of CGDA.



(Vinod Kumar)
ACGDA (HRD) & PGO

Copy to:-

1 All Senior Joint CGsDA -
& Joint CGsDA

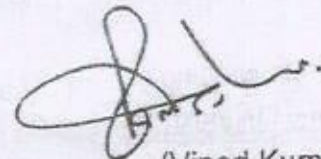
For kind information and necessary action please.

A separate operating procedure for handling appeals is under preparation and may be provided shortly. Till such time, the appeals may please be processed in similar way as that of grievances. After issue of reply to the appellant, a copy of the same may be furnished to the Grievance Cell for formal closure of the appeal & updation of data.

2 Shri Rajeev Ranjan Kumar, IDAS, - For kind information with reference to Para 4
Dy. CGDA (AN) above please.

3 The Officer i/c,
IT&S Wing (Local)

- With the request to upload on CGDA Website



(Vinod Kumar)
ACGDA (HRD) & PGO



कार्यालय, रक्षा लेखा महानियंत्रक,
उलान बटार मार्ग, पालम, दिल्ली छावनी- 110010
Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt.-110010



शिकायत प्रकोष्ठ- Grievance Cell

No. AN/Grievance/Report/Meeting/Vol. VIII

Date: 28.05.2020

To,

1. The PCsDA/PIFAs/PCA(Fys)/CsDA/CsDA(Training Establishments) /IFAs /CsFA(Fys)
2. All Sections of HQrs Office.

Sub.:- Recommendation No. 38 made by the Department Related Parliamentary Standing Committee on Personnel, Public Grievance, Law and Justice in its One Hundredth Report on Demand of Grant (2020 – 21) of the Ministry of Personnel, Public Grievances and Pensions to strengthen the Grievance Redressal Mechanism and make it more citizen friendly.

As per the directives of the Parliamentary Standing Committee on Personnel, Public Grievance, Law and Justice, Shri Rajeev Ranjan Kumar, IDAS, Dy. CGDA (AN) has been appointed as nodal authority to whom complaints against the orders / decisions of the department can be made.

2. It is requested that all the relevant materials whenever sought by the nodal authority may be provided at the earliest but not later than five working days.

This issues with approval of CGDA.

(Vinod Kumar)
Grievance Officer

Copy to: -

1. Sh. Rajeev Ranjan Kumar, IDAS: - For Information please.
Dy. CGDA (AN)

2. The Officer Incharge
IT &S Wing (Local)

- With the request to upload on CGDA website.

(Vinod Kumar)
Grievance Officer