रक्षा लेखा नियंत्रक (सेना)

CONTROLLER OF DEFENCE ACCOUNTS (ARMY) बेल्वेडियर परिसर, आयुध पथ, मेरठ छावनी - 250001

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ई-मेल आई.डी./e-mail id: oandmcdaarmy.dad@hub.nic.in संख्याः सं. एवं प./शि.क./12491/महत्वपूर्ण पत्राचार

दिनांक: 03 जनवरी 2024

सेवा में.

प्रभारी अधिकारी रक्षा लेखा नियंत्रक (सेना), मेरठ के अधीनस्थ समस्त उप-कार्यालय/अनुभाग

विषयः Qualitative Redressal of Appeal/Grievances.

उपरोक्त विषय के संबंध में, प्रायः यह देखा गया है कि शिकायतों तथा संबन्धित अपीलों का पूर्ण निस्तारण नहीं किया जा रहा हैं तथा केवल अंतरिम एवं असंतोषजनक जबाब प्रेषित किए जा रहे हैं। जिसे मुख्यालय कार्यालय द्वारा गंभीरता से लिया गया है।

उपरोक्त विषय के संबंध में मुख्यालय कार्यालय द्वारा दिनांक 29.12.2023 के पत्र संख्या Grievance/Misc(appeal)/2023/e-14919 के माध्यम से शिकायतों तथा संबन्धित अपीलों के निपटान के संबंध में आवश्यक निर्देश जारी किए गए हैं।

मुख्यालय कार्यालय के उक्त पत्र की छायाप्रति आपको प्रेषित की जा रही है। कृपया उक्त पत्र में जारी निर्देशों के अनुसार शिकायतों एवं अपीलों का पूर्ण निस्तारण सुनिश्चित करें।

उपनियंत्रक महोदय द्वारा अनुमोदित।

संलग्नकः उपरोक्तानुसार

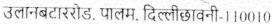
वरिष्ठ लेखा अधिकारी (शिकायत कक्ष)

प्रतिलिपि: प्रभारी अधिकारी OA Cell (स्थानीय)

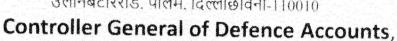
रक्षा लेखा नियंत्रक (सेना), मेरठ की Website पर ·Upload करने हेतु।

"हर काम दश के नाम"

कार्यालय, रक्षा लेखा महानियंत्रक







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शिकायत प्रकोष्ठ (Grievance Cell)

No. Grievance/Misc(appeal)/2023/e-14919

Phone:011-25665558, 25665745

Date: 29/12/2023

To

All Appellate Authorities (i.e. PCDA/CDA)

(Through E-mail)

Subject: Qualitative Redressal of Appeal/ Grievances.

Instances of pre-mature closure of Appeal grievances have been observed during perusal of appeal cases. In recent times, processing of such cases in various offices indicate that instead of conclusive redressal, only interim / pre - mature replies are being furnished. This trend is a matter of concern.

- In this connection, it is important to note that the grievances should be resolved, if, 2. required in consultation with other stake holders to the extent possible. Hence, the Appellate Authorities are requested to issue suitable directions to all the Sub-offices/officials dealing with the grievances to be more careful and grievance should be closed after conclusive redressal.
- Moreover, Kind attention is solicited towards the Inter-ministerial review meeting, held on 30/11/2023 under the Chairmanship of Secretary (Pension), wherein the chair had suggested the following:
 - All Ministries /Departments may ensure that grievances are closed only after the complete resolution of the grievance.
 - If, the grievances pertain to subordinate organization, the case may be forwarded to concerned office. However, it is Ministry/Department's responsibility to follow up the matter with subordinate units for final resolution and ensure that ATR in this regard uploaded in the portal. An interim reply may be given in case the matter is likely to take more time than is stipulated.
 - Every grievance is to be disposed within the existing rules. In certain cases, if, the iii. grievance/demand of the pensioners is not within existing rules, administrative authority must upload a speaking/reasoned order in the portal clarifying the rule position in the subject matter.
- It is also brought for your kind information that DARPG compilation of Grievance Redressal Index ranking is on monthly basis wherein, raising of Appeal cases, against redressal of grievances has negative impact on ranking.

Your cooperation is highly solicited.

This issues with the approval of Sr. Jt. CGDA & Nodal Appellate Authority.

(Dr. B. K. Singh, IDAS) It.CGDA & Public Grievance Officer