



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

परिपत्र (e-mail एवं website द्वारा)



सं.संग. एवं प./शि. क./12491/CPGRAM/ पत्राचार

दिनांक: 07 सितम्बर 2022

सेवा में,

प्रभारी अधिकारी/शिकायत अधिकारी

- | | |
|--|---|
| (i) क्षेत्रीय लेखा कार्यालय (सेना) आगरा | (vi) वेतन लेखा कार्यालय (अन्य श्रेणी) लैंसडोन |
| (ii) क्षेत्रीय लेखा कार्यालय (सेना) देहरादून | (vii) समस्त अनुभाग (स्थानीय) |
| (iii) वेतन लेखा कार्यालय (अन्य श्रेणी), रुड़की | (viii) समस्त उपकार्यालय (स्थानीय) |
| (iv) वेतन लेखा कार्यालय (अन्य श्रेणी) बरेली | |
| (v) वेतन लेखा कार्यालय (अन्य श्रेणी) रानीखेत | |

विषय : 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.

संदर्भ : मुख्यालय का पत्रांक AN/Grievance/CPGRAMS/Reminders/2022 दिनांक 31.08.2022

मुख्यालय कार्यालय के संदर्भित पत्र के अनुसार CPGRAMs Portal पर प्राप्त Grievances/Complaints के संबंध में निम्नलिखित संदर्भित पत्र अनुपालन हेतु संलग्न है।

- सभी Grievances/Complaints के निस्तारण की समयावधि अधिकतम 45 दिनों के स्थान पर 30 दिन कर दी गई है।
- मुख्यालय द्वारा अवगत कराया गया है कि Grievances properly redressed न होने के कारण नहीं हो रही हैं जिसके कारण दिन-प्रतिदिन Grievances के संबंध में अपील की संख्या में बढोत्तरी हो रही है। अतः आपसे निवेदन किया जाता है कि संबन्धित शिकायत अधिकारी की संस्तुति के उपरांत संतोषजनक कार्रवाई के साथ शिकायत को समाप्त किया जाए।

सहायक नियंत्रक द्वारा अवलोकित।

कृप्या पावती दें

संलग्नक : उपरोक्तानुसार

प्रतिलिपी

(1) IT&S-III

OA CELL (स्थानीय)

- Website पर अपलोड करने हेतु।

वरिष्ठ लेखा अधिकारी
(शिकायत कक्ष)

21.08.2022
वरिष्ठ लेखा अधिकारी
(शिकायत कक्ष)
रक्षा लेखा नियंत्रक (सेना) मेरठ छावनी

17-08-22
नॉन



Phone: 011-25665745

“हर काम देश के नाम”
रक्षा लेखा महानियंत्रक
उलान बटार रोड, पालम, दिल्ली छावनी-110010
Controller General of Defence Accounts
Ulan Batar Road, Palam, Delhi Cantt.- 110010
Fax: 011- 25674806 Email: grievancecgda.dad@gov.in

GrievanceCell
(Though Website Only)

F.No. AN/Grievance/CPGRAMS/Reminders/2022

Dated: 31/08/2022

To

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

आज्ञा
"Max Circulate"

5/9

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 no. AN/Grievance/Report meeting/Vol VIII dated
03.08.2021 (circular no. 4556 on CGDA's website) & 20/07/2022.

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 27.07.2022. The said OM is self-explanatory. As may be seen from the said OM, the DARPG has introduced several measures for strengthening of CPGRAMS, to make it more responsive to the needs of the citizens, reduced the maximum time limit for disposal of grievances from existing 45 days to 30 days.

2. Accordingly, necessary amendments may be read in SOP for Handling of Grievance in the Department, circulated vide HQrs Circular dated 30.06.2022 (circulated through CGDA's website vide ID no. 4867 dated-01.07.2022).

3. Further, it has been observed that grievances have not been redressed properly which cause increased appeals on grievances day by day. Hence, it is requested that grievances should be closed with satisfactory response with the approval of concerned Grievance officers.

4. The above instructions/changes may please be disseminated to all concerned with a request to submit the monthly report by 5th of the following month through mail without fail.


5. Amended proforma of the report is enclosed herewith for ready reference please.


(Puneet Agarwal)

Jt. CGDA & Public Grievance Officer

Copy to :

The IT & S Wing : - With Request to upload the above circular on website.
(Local)


(Puneet Agarwal)

Jt. CGDA & Public Grievance Officer

Dt 31/08/2022

Annexure

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Proforma for Monthly report for the month of ----- on the Grievance Pending over 30/45 days in respect of Family Pensioners/Senior Pensioners/Pensioners and other than Pensioners grievances.

Pendency Details of Family Pensioners Grievances for more than 30 days.

Sl. No.	Reg. No. & Date	Name of the Complainant	Subject to Grievance	Pendency/No. of Days	Remarks(Reasons for delay)

Pendency Details of Senior Pensioners (aged more than 80 years) Grievances more than 30 days.

Sl. No.	Reg. No. & Date	Name of the Complainant	Subject to Grievance	Pendency/No. of Days	Remarks(Reasons for delay)

Pendency Details of Pensioners Grievances more than 30 days.

Sl. No.	Reg. No. & Date	Name of the Complainant	Subject to Grievance	Pendency/No. of Days	Remarks(Reasons for delay)

Pendency Details of other than Pensioners Grievances outstanding for more than 30 days.

Sl. No.	Reg. No. & Date	Name of the Complainant	Subject to Grievance	Pendency/No. of Days	Remarks(Reasons for delay)

GO/SAO/AO
O/o the PCDA/CDA