



रक्षा लेखा नियंत्रक का कार्यालय, गुवाहाटी उदयन विहार, नारंगी, गुवाहाटी-781171

OFFICE OF THE CONTROLLER OF DEFENCE ACCOUNTS

UDAYAN VIHAR, NARANGI, GUWAHATI: 781171.

ई-मेल/e-mail:cda-guw@.nic.in फैक्स/FAX:0361-2640204

फोन/Ph: 0361-2640394, 2641142.



No.CDA/1B/18/CPGRAMS/VOL-1

Dated: 23/05/2016.

To,
All Sub Offices.
All Sections in Main Office.


Sub: Strengthening of the Grievance Redress Mechanism for Redressal of Public Grievances.

Ref: MOD, Deptt. of ESW D (Pension Grievances) letter No. 196/DS/PG/2010-Vol.III dated 21/04/2016 received under HQr letter No. AT/CC/CPGRAMS/MISC/2016 dt. 13/05/2016

-0-0-0-0-0-0-0-

Please find enclosed herewith ibid mentioned letter No. dated 21/04/2016 along with OM No. K-11022/1/2016-PG (Part) dated 07/04/2016 regarding strengthening of action on pension grievances on CPGRAMS/CPENGRAMS for information and strict compliance.

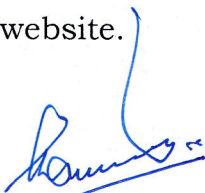
Enclosure: As stated above.


(H. B. Dutta)
SAO (AN)

Copy to:

The OIC
EDP Cell

: With a request to upload in the CDA Guwahati's website.


(H. B. Dutta)
SAO (AN)

No. 196/DS/PG/2010-Vol. III
Ministry of Defence
Department of Ex-Servicemen Welfare
D (Pension Grievances)



South Block, New Delhi
Dated: 21.04.2016

Subject : Strengthening of the Grievance Redress Mechanism for Redressal of Public Grievances.

Kindly find enclosed the copy of the Ministry of Personnel, Public Grievances & Pensions, Deptt. of Administrative Reforms & Public Grievances OM No. K-11022/1/2016-PG (part) dated 7.4.2016 regarding redressal of public grievances in PRAGATI meeting of 23.3.2016 by the Hon'ble Prime Minister.

2. During the PRAGATI interaction on 23.03.2016, the issue regarding 'Analysis of handling of Public Grievances' got done by DARPG for top 20 Ministries/ Departments receiving maximum number of grievances was taken up by the Hon'ble PM. A presentation on the issue was made by Secretary (DARPG). After the presentation, the Hon'ble PM made the following observations, viz.

- Secretaries, Addl. Secretaries, Joint Secretaries of all the Ministries/ Departments should review grievances personally.
- Ministries/ Departments should review and streamline their policies/ procedures to tackle grievances expeditiously.
- Maximum use of technology should be ensured.
- Secretary, DARPG should send the analysis report to Secretaries of all the Ministries/ Departments on monthly basis.

3. The Hon'ble PM also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2 months period to 1 month. The Department of Administrative Reforms and Public Grievances has further informed that it will review the status of grievances, of various Ministries/ Departments, on qualitative basis, by taking up a random sample of 10 disposed and 5 pending grievances.

4. In view of the directions given by the Hon'ble PM, it is requested to ensure that a senior officer reviews the disposal of the grievances every fortnight and all grievances pending for more than 30 days must be reviewed by the Head of the Office to ensure its disposal within the stipulated time. As the Hon'ble PM has given directions to take the feedback from the citizens, it is also advised to get the feedback at least in 10% of the cases from the petitioners.

*pl. send
immediate
action*

*to
MS*

Pl. p.v. monthly.

MS

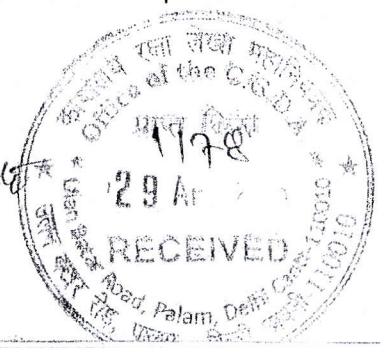
2/5/16

*pl. send immediate
action*

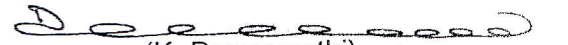
*to
MS*

SA

*SWA
KK*



5. Action taken in this regard may please be informed to this department.


(K. Damayanthi) *Uthap*
Joint Secretary, ESW

Encl: As above

To

1. CGDA
2. AG
3. COP
4. AOA
5. DGR
6. CO, ECHS
7. KSB

20

Office of PS (PG) (ESW)
Dy. No. 1024
Date 18-4-16

Office of US (PG) (ESW)
Dy. No.
Date.....

No.K-11022/1/2016-PG (part)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi.
Dated : 7th April, 2016

OFFICE MEMORANDUM

Subject :- Review of Grievances - PRAGATI (Pro Active Governance and Timely Implementation) meeting of 23.03.2016

During the PRAGATI interaction on 23.03.2016, the issue regarding 'Analysis of handling of Public Grievances' got done by DARPG for top 20 Ministries/ Departments receiving maximum number of grievances was taken up by the Hon'ble PM. A presentation on the issue was made by Secretary(DARPG). After the presentation the Hon'ble PM made the following observations, viz.

JS (ESW)

1. copy to all in office of DOR and attached
2. We should not wait for policy initiative to redress grievances
3. Review of grievance redressal mechanisms

- Secretaries, Addl. Secretaries, Joint Secretaries of all the Ministries/ Departments should review grievances personally.
- Ministries/ Departments should review and streamline their policies/ procedures to tackle grievances expeditiously.
- Maximum use of technology should be ensured.
- Secretary, DARPG should send the analysis report to Secretaries of all the Ministries/ Departments on monthly basis.

The Hon'ble PM also desired that all efforts should be made to reduce the time taken for redress of a grievance from the existing 2 months period to 1 month.

2. The Department of Administrative Reforms and Public Grievances is reviewing the status of grievances, of various Ministries/ Departments, on qualitative basis, by taking up a random sample of 10 disposed and 5 pending grievances. The analysis report is being sent to the concerned Secretaries for their perusal and necessary action.

3. Accordingly, all Ministries / Departments are requested to note the above instructions for strict compliance to ensure effective redress of public grievances and to dispose of grievances as per above.

(Sumita Dasgupta)
Director of Grievances (DARPG)

U. Singh
DS (PW)
JS (PW)

To
Secretary,
Department of Ex-Servicemen Welfare,
South Block,
New Delhi-110011.

Office of Ex-Servicemen Welfare
Dy. No. 1093
Date 11/4/2016

It is to be noted as per Secy (ESW) marginal objection
AAO (ESW) 18/4/16