

CIRCULAR

NO.AN/I/069/Grievances/Circulars
O/O THE PCDA
LOWER AGRAM
BANGALORE-7
DT: 05/11/2019

To
All GOs in Main Office.
All the Sub Offices under PCDA B'lore
All the Sections in Main Office

Sub: Strengthening of Grievance Redress Mechanism-Quality of disposal of Grievances.

Ref: This office circular of even No: dated 29/07/2019

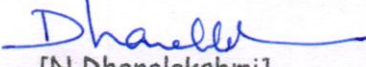
Of late it is noticed that there is inordinate delay in redressing the grievance received through CPGRAMS. Further, on examination of the replies received, it is seen that the grievances are being dealt in a casual manner. This is being viewed seriously by the Competent Authority. Hence the following instructions in processing the grievance application may strictly be adhered to.

[a] All grievance applications referred by this office for examination/comments etc should be replied within 5 working days from the date of receipt. In the cases where delay is anticipated an interim reply should be furnished regarding the action being taken. If payment is involved, the details of payment and tender memo issued may be furnished invariably.

[b] If the grievance involves policy decision matter, it can be intimated immediately without awaiting for final outcome of the issue.

[c] It is once again reiterated to accord due diligence while addressing grievances.

Please acknowledge the receipt.


[N Dhanalakshmi]
Grievance Officer