



कार्यालय: रक्षा लेखा प्रधान नियंत्रक  
PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS  
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No: AN/I/069/Grev/Non DAD

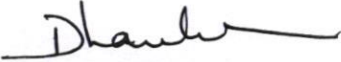
Date: 22/06/2022

To

All Sections in Main Office  
All Sub offices under PCDA, Bangalore

Sub: Strengthening of Grievance Redressal Mechanism in the Department-  
Amendment to SOP on reduction of stipulated time limit of disposal of Public  
grievance in CPRAMs reg.

Please find enclosed HQrs letter bearing No: AN/Grievance/report/Meeting/vol III  
dated 03/08/2021 on the subject. Kindly adhere to the time limits specified in the HQrs letter  
while disposing of grievances i.e. grievance related to the pensioners should be resolved  
within 30 days and 45 days time limit for disposing grievances other than pension cases.

  
Grievance Officer

Copy to

The officer in Charge,  
EDP Section [Local]

For uploading

  
AO[AN]

कार्यालय, रक्षा लेखा महानियंत्रक,  
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No. AN/Grievance/report/Meeting/Vol.VIII

Date : 03.08.2021

शिकायत प्रकोष्ठ (Grievance Cell)

To

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

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 of even no. dated 16.12.2020 (circular no. 4376 on CGDA's website).

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 22.06.2021, received through MoD (Fin). The said OM is self-explanatory. As may be seen from the said OM, the DARPG has reduced the maximum time limit for disposal of grievances from existing 60 days to 45 days, based on the recommendation of the Dept. related Parliamentary Standing Committee on Min. of Personnel, Public Grievances & Pensions. However, the grievances related to the pensioners should continue to be resolved within 30 days in compliance of the decisions taken during e Samiksha in respect of Dept. of Ex-Servicemen Welfare on 08.11.2019.

2. Accordingly, the following amendments have been made to the Standard Operating Procedure (SOP) for Handling of Grievance in the Department, circulated vide HQrs Circular dated 16.12.2020 (circular no. 4376 on CGDA's website) cited under reference.

(Contd.2)



(i) **Replace the Existing Para 4.ii with New Para 4.ii**

Grievances received through pg-portal will be first examined in the Grievance Cell to verify whether the same are covered under the definition of 'grievance' or not. In case the same is NOT covered under the definition of 'grievance' and only a complaint/representation or suggestion in nature, the Grievance Cell will make a note/remarks to this effect in the relevant column on the pg-portal itself and closes the grievance. However, complaints/representations received on pg-portal through PMO/President's Secretariat will be processed on E-Office for obtaining approval of the Public Grievance Officer before closure. After closure of such complaints/suggestions on portal, the same are transmitted through e-mail or print-outs to the concerned Sections in the HQrs Office/PCDA/CDA for necessary action as deemed fit.

The Grievances, which are covered under the definition of 'grievance', will be forwarded, through the same portal, to the concerned Sections of HQrs Office for examination & necessary action. Where there is any difficulty in identifying the Section to whom the grievance pertains, the SAO/AO (Grievance) and/or the Public Grievance Officer will be consulted by AAO/Task-Holder.

(ii) **Replace the Existing Para 6.ii with New Para 6.ii**

Where the HQrs Office has transferred the grievance to the PCDA/CDA concerned, the Office of PCDA/CDA shall examine the issue(s) raised in the grievance & redress the same at the earliest and preferably, within 30 days. As per the revised guidelines, the grievances should be redressed finally within forty five (45) days from the date of its receipt in the Department. In case redressal is not possible within the prescribed time-frame due to any valid reasons, an interim reply shall be given to the petitioner.

However, the grievances related to the pensioners should continue to be finally resolved within 30 days in compliance of the decisions taken during eSamiksha in respect of Dept. of Ex-Servicemen Welfare on 08.11.2019. Further, the grievances under COVID-19 category shall continue to be taken up on high priority and resolved maximum within 3 days."