



GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
OFFICE OF THE PRINCIPAL CONTROLLER OF ACCOUNTS (FYS)  
RTI & GRIEVANCE CELL  
10-A, S.K. BOSE ROAD, KOLKATA: 700001

E-mail ID : cda-cal@nic.in  
Website : www.pcafys.nic.in

Phone No : (033) 2248-5077 to 5080 Extn-359  
FAX No. : (033) 2248-0991

**MOST IMMEDIATE**

No. 148/Grievance/Cir/Vol -II

Date: 28/05/2018

**CIRCULAR**

Subject : Review of Grievance Redressal Mechanism

A copy of HQrs. most immediate letter No. AN/Grievance/Report Meeting/Vol VI dated 21/05/2018, which is self explanatory, is forwarded herewith for kind perusal and necessary action please. It is also requested to ensure Para wise action as enumerated therein.

(M S Saravanan)  
Addl. C of A/ Grievance Officer

Distribution

1. The CGDA  
AN -Grievance Cell For kind information please.  
Ulan Batar Marg  
Palam, Delhi Cantt. - 110 010
2. Controller of Finance and Accounts (Fys) For kind information and necessary action please.  
-----  
-----  
-----
3. Shri/Smt \_\_\_\_\_  
Grievance Officer, Office of the CFA (Fys)  
-----  
-----  
-----
4. Officer in Charge For information and necessary action with a request  
EDP Section to upload the circular in official website.

(M S Saravanan)  
Addl. C of A/ Grievance Officer



Most IMMEDIATE

Mamaks  
Put up Circular &  
Reply to Hqs. office  
22/05/18

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10  
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010

**GRIEVANCE CELL**

No. AN/Grievance/Report Meeting/Vol.VI

Dated: 21/05/2018

To,  
The PCsDA/CsDA/PC of A/Cs (Factories)

Subject: - Review of Grievance Redressal Mechanism.

Reference: - In continuation to this office most immediate circular no.  
AN/Grievance/Report Meeting/Vol.VI dated 15/05/2018.

A series of review meetings of the PRAGATI has been held on 09.05.2018 under the chairmanship of Cabinet Secretary to review the status of redressal of grievances and suggest ways forward for timely and effective redressal.

The action on the following points may please be ensured: -

- (a) Grievances should be categorized into different categories based on the nature of grievance. Time-limit should be set for disposal of each category. The aim should be dispose of all types of grievances within 30 days of receipt, except in the case of exceptional categories such as marital discord cases. A list be prepared category wise, along with cases disposed during last one year and pending cases. In addition, cases pending for more than 60 days and above needs to be tackled on priority.
- (b) Accountability of officials at all levels to redress grievances with in prescribed time line need to be fixed.
- (c) Call centres may be set to respond to petitioners 'queries and also to obtain feedback from petitioners regarding satisfactory resolution of their grievances. The petitioners should be contacting through e-mail and courier services should also be used for contacting the petitioner. A satisfaction index should be evolved to ensure the quality of disposal of grievances.

Subsequent review meeting will be taken by the end of the month at the highest levels to review the status of pendency of grievances and action taken on the aforesaid points.

It is therefore, requested to accord utmost priority and initiate suitable action and furnish the status latest by 23.05.2018 to enable us to submit the consolidated status report to the Ministry for perusal of the highest review committee.

  
(P.K Rai)

Sr. Dy CGDA(AN) & Grievance officer

Contd..1.