

Mechanism for Redressal of Public Grievances

In pursuit of the GOI mechanism to redress public grievances, O/o The Controller General of Account receives grievances both by post and through CPGRAM portal of DOPT(<http://pgportal.gov.in>). Shri Bhaskar Verma, Jt.CGA (Admn.) has been designated as Public Grievance Officer (PGO) and Coordination Section as a nodal office to monitor/resolve the grievances pertaining to this office. On the basis of comment/reply received from the sections as well form the field offices, as the case may be, final reply is uploaded on the CPGRAM Portal. The Department of Expenditure also monitors (weekly) the same at Ministry level. Progress report of the grievances dealt by CGA office as per CPGRAM portal is as under.

Controller General of Accounts
Progress Report
Period of Report: 01/01/2019 to 27/01/2020
Date: 27/01/2020

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Case Disposed During Period	Closing Balance	Yet to Assess	At Our Office	With Subordinate
DARPG	0	1	1	1	0	0	0	0
Local/ Internet	3	78	81	75	6	4	2	0
President Secretariat	0	0	0	0	0	0	0	0
Pension	0	2	2	1	1	1	0	0
PMO	2	66	68	64	4	4	0	0
Total	5	147	152	141	11	9	2	0

Ministry of Finance
Department of Expenditure
O/o Controller General of Accounts
(Coordination Section)

Mahalekha Niyantarak Bhawan
E-Block, GPO Complex, INA
New Delhi-110023

No. CDN/MF.CGA/Misc./2018/272

Dated : 07 August, 2018

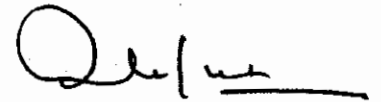
OFFICE MEMORANDUM

Subject : Redressal of public grievances-regarding.

It has been observed that grievances/petitions are not being disposed in a time bound manner by sections/divisions despite of instructions issued by Department of Administrative Reforms and Public Grievances from time to time. Many instances were found where grievances were transferred to other Ministries/Departments after delay without giving any reason to do so. The Status of pending grievances is regularly being reviewed in the senior officers meeting taken by Secretary (Expenditure) and it is given top priority. Pendency of grievances has created an embarrassing situation for the office.

2. Therefore, all the section/Division are directed to ensure prompt redresal of the grievance. In case where it is not feasible to accede to the request or where decision process may take more than one month an interim reply must be given to the petitioner under intimation to the Co-ordination section within 7 days of receipt of grievance. In case of transfer of grievance to other Ministries/Departments, reply should be given with the reason for transfer to the petitioner under intimation to this section.

This issues with the approval of Competent Authority.



(Bhaskar Verma)
Joint Controller General of Accounts

To,
1. All Officers and sections, O/o CGA & PFMS
2. CC(P), CPAO, New Delhi

Copy to :
1. Sr. PS to CGA
2. PS to Addl. CGAs
3. PS/PA to all Jt. CGAs/Dy.CGAs

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