

File No. M-51011/1/2020-CDN-CGA/1066

Ministry of Finance
Department of Expenditure,
Controller General of Accounts

Mahalekha Niyantak Bhawan
E-Block, GPO Complex, INA, New Delhi
Dated 13th January, 2021

Office Memorandum

Subject: Standard Operating Procedure for Redressal of Public Grievances-reg.

In order to enhance the effective grievance redressal mechanism in the CGA office, a Standard Operating Procedure (SOP) for redressal of public/pensioner's grievances/representations has been framed as under:

- (a) Coordination Section is the Nodal agency in CGA office to monitor the Public Grievances.
- (b) Jt. CGA (CDN) is designated as the Public Grievance Officer for the CGA office.
- (c) All grievance representations received in the CGA office, either by letter, email, fax, to be invariably routed through Public Grievance Officer (PGO) before they are sent to concerned sections/divisions.
- (d) Grievances received other than through PG portal or emails, should be necessarily acknowledged, with an interim reply within 3 days of receipt.
- (e) All out efforts should be made to redress public grievances received through various means including PG portal within 30 days time frame.
- (f) In case it is anticipated that redressal of a grievance is likely to breach the time line of 30 days, the reason/justification for the anticipated delay as well as the expected time by which the grievance would be redressed, should be intimated to the petitioner/complainant. This may be done with the approval of the Jt. CGA concerned.
- (g) No grievance is to be rejected without the same having been independently examined at the level of Dy. CGA/Jt. CGA concerned.
- (h) Grievance representations received in CGA Office pertaining to field offices/CPAO shall immediately be forwarded to the Pr. CCAS/CCAs/CA(IC). The Grievance Monitoring Cell/CDN Section shall monitor and follow up the matter at appropriate level. A DO reminder shall be issued at the level of Jt. CGA after 15 days and the matter brought to the notice of Addl. CGA subsequently.
- (i) Grievances cases related to NTRP refunds shall be handled by GIFMIS-NTRP to take up the matter with concerned office to ascertain refund status and ensure timely redressal as per timelines and escalation matrix.
- (j) PG portal has been launched by the Government for redressal of grievances faced by general public. However, CGA office has been receiving large number of grievances/representations from Officers/Officials of CGA organisation through PG Portal for redressal of administrative/Service matters. Such submissions of representations directly to other authorities by-passing the prescribed channel of communication, may be forwarded by Coordination section to the concerned field offices indicating that appropriate action should be

taken against those officers/officials who have violated extant instructions in this regard. This may be taken as final disposal of the grievance by the Coordination section of CGA office.

2. To ensure prompt and effective redressal of grievance, the following time lines shall be adhered to:

Category A - Grievance relating to O/o CGA

S.No.	Description	Timelines (no later than)
1.	Transfer of grievance by Coordination section to other section in O/o CGA on its receipt in CPGRAM portal	2 working days on the receipt of grievance
2.	If the subject pertains to the section, reply/interim reply is to be furnished by the concerned section to CDN section	5 working days from the date of receipt of letter from CDN section
3.	If the subject does not pertain to the section, return of grievance to CDN section.	Same day on its receipt
4.	Reply/interim reply of the grievance by Coordination section to the applicant after obtaining approval from Competent Authority	2 working days thereafter

Category B- Grievances relating to INGAF & CPAO

S.No.	Description	Period (no later than)
1.	Transfer of grievance by Coordination section to INGAF/CPAO on its receipt in CPGRAM portal	2 working days on the receipt of grievance
2.	If the subject pertains to the section, reply/interim reply is to be furnished by the INGAF/CPAO to Coordination section	5 working days from the date of issue of letter from Coordination section O/o CGA
3.	If the subject does not pertain to the section, return of grievance to Coordination section O/o CGA.	1 working days on its receipt
4.	Reply/interim reply of the grievance by Coordination section to the applicant after obtaining approval from Competent Authority	2 working days thereafter

Category C- Grievances relating to Accounting formation of different Ministries.

S.No.	Description	Timelines (no later than)
1.	Transfer of grievance by Coordination section to the concerned Accounting formation on its receipt in CPGRAM portal	2 working days on the receipt of grievance
2.	If the subject is related to a Ministry, reply/interim reply is to be furnished by Principal Accounts Office of that Ministry to Coordination section	5 working days from the date of issue of letter from

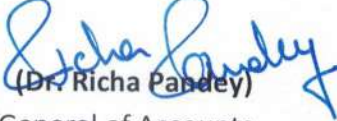
		Coordination section O/o CGA
3.	If the subject does not pertain to that Ministry, return of grievance to Coordination section O/o CGA.	2 working days on its receipt
4.	Reply/interim reply of the grievance by Coordination section to the applicant after obtaining approval from Competent Authority	2 working days thereafter

3. In all categories A, B & C, if the reply/interim reply is not received from the section/Ministry within the stipulated timeline reminder(s) are to be issued. The escalation matrix is as under:

S.No.	Description	Timeline (no later than)	Reminder to be issued at the level
1.	Issue of reminder-1 on non receipt of reply in Coordination section O/o CGA from O/o CGA/Ministry	On the following day of the completion of the timeline prescribed for receipt of reply from the concerned Ministry	At ACGA /Dy.CGA level
2.	Issue of reminder-2	After 3 working days of receipt of reminder-1	DO From Jt. CGA
Level to be escalated for subsequent follow up, if required			

4. All Sections/verticals and field units of Civil Accounts Organisation are requested to strictly adhere to the timelines set as per SOP.

5. This issues with the approval of Controller General of Accounts


(Dr. Richa Pandey)

Asstt. Controller General of Accounts

To

1. All Pr.CCAs/CCAs/CAs (IC)
2. All Jt.CGAs/Dy.CGAs/ACGAs
3. Director, INGAF
4. Chief Controller (Pension)
5. All Sr.AOs/AOs, O/o CGA

Copy to

1. PPS to CGA
2. PS to Addl.CGA (SG/HR&O/A&FR)
3. Sr.AO, GIFMIS for uploading on website