

18

TELE : 011-25686832 (O)

Headquarters
(Grievances Cell)
Dte General Border Roads
Seema Sadak Bhawan
Ring Road, Delhi Cantt
New Delhi - 110 010

60950/DGBR /CPGRAMS/ 18 IGC

08 Feb 2017

HQ CE (P) _____
Pin:-
C/O 99/56 APO.

GREF Centre/Records

R&D Estt (BRO)

EBW

PUBLIC GRIEVANCE RECEIVED ON CPGRAMS PORTAL-REGARDING

1. Enclosed please find copy of Govt of India, MoD (Department of Defence), D(O&M/PG), Ministry of Defence ID No. 36(2)/2016-D(O & M/PG) dated 16 Jan 2017 received under Govt of India, MoD, Border Roads Development Board D(BR.II) (GE.I) ID Note No. BRDB/08/30/CPGRAMS/2016(Vol-II) dated 27-01-2017 on the subject for your information and necessary action.

2. All Chief Engineer, Projects are requested to sensitize all serving officers & personnel on the contents of para 3 (i) to (vi) of Ministry of Defence, D(O&M/PG) above letter regarding uploading of grievances on CPGRAMS Portal. Also awareness to be created amongst the environment that grievances concerning their service matters including disciplinary proceeding can not be considered unless the aggrieved employee has already exhausted their prescribed channel keeping in view the DoPT OM No. 11013/08/2013-Estt(A-III) Dated 31 Aug 2015.

3. Therefore, all grievance related to matters mentioned at para 3 (i) to (vi) of MoD, D(O&M/PG) ibid letter will be closed/ disposed off accordingly mentioning the same in the closing / disposal report.

Encls : As above.

Copy to:-

Dte/T&C: } Govt of India, MoD (Department of Defence), D(O&M/PG), Ministry of
Defence ID No. 36(2)/2016-D(O & M/PG) dated 16 Jan 2017 & Govt of
Dte/EG2 } India, MoD, Border Roads Development Board D(BR.II) (GE.I) ID Note
No. BRDB/08/30/CPGRAMS/2016(Vol-II) dated 27-01-2017 are enclosed
herewith for your further action please.

(P Satyanarayan)
Col
Offg DDG (Pers)
For DGBR

Government of India
Ministry of Defence
(Department of Defence)
D(O&M/PG)

Subject: Public grievance received on CPGRAMS Portal - regarding.

A meeting was held in the Department of Administrative Reforms and Public Grievances on 9th Dec, 2016 to review the status of pending public grievances in Ministries/ Departments. The DARPG have forwarded the minutes of the meeting, the relevant extracts of which are enclosed. All the issues that are clarified / discussed regarding the public grievances has been given in Para 2 of the Minutes, which may please be noted for compliance.

2. The DARPG has pointed out through an analysis of a random sample of 5 closed grievances (list enclosed as Annex II) in case of Department of Defence that final reply was not uploaded in four of them and one grievance took eleven months and another about one year to dispose off. It may be ensured that final reply to the complainant is uploaded on the pgportal, which is mandatory before final disposal of the grievance. It may also be ensured that disposal of all the grievances may be expedited.

3. Further, it has been observed that considerable number of grievances are being received in this Ministry which are related to RTI Matters, Court related matters, Suggestions etc. It may also be possible that some of the long pending cases relate to Court related / Subjudice matters. In this regard, it is intimated that a list of Subjects/Topics, which can not be treated as grievances are given on the CPGRAMS Portal, and the same is reproduced below:

- i. RTI Matters
- ii. Court related/ Subjudice matters
- iii. Grievance against foreign Government
- iv. Religious matters
- v. Suggestions
- vi. Grievances of Government employees concerning their service matters including disciplinary proceedings etc. unless the aggrieved employee has already exhausted the prescribed channels keeping in view the DoPT OM No. 11013/08/2013- Estt.(A-III) dated 31.08.2015.

A complainant before lodging the grievance on the CPGRAMS portal, has to give an undertaking that his/her grievance does not fall in any of the categories listed above. Hence, all the grievances which fall under the given categories can be closed / disposed off accordingly by mentioning the same in the closing/ disposal report.

Office of J.S. (A/R)

Dy. No. 387

Date 17/1/17

पेशाक (स्थापना)

241

US (GE-I)

SD (GE-I)

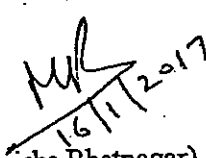
Urgent

18/1/17

18/1/17

4. All the wing heads are requested to take requisite action as per the minutes of the DARPG meeting and an action taken report in regard to issues pertaining to Department of Defence may be furnished to PG Cell by 23.01.2017. The wing heads are further requested to direct the officers who are handling grievances to dispose off or close the grievance initially if it falls in any of the categories listed in paragraph 3 above.

Encl: As above.


(Manisha Bhatnagar)
Deputy Secretary (MIS)

JS(Army)/ JS(Air)/ JS(Navy)/ JS(Works)/ JS (E & CAO)/ JS & AM(LS)/ JS & AM(Air)/
JS & AM(MS)/ JS(PIC)
MoD ID No. 36(2)/2016 – D(O&M/PG) dated 16.01.2017

Copy to – All DS/Dir of MoD.

F. No. 11013/08/2013-Estt.(A-III)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Personnel & Training
Establishment A-III Desk

North Block, New Delhi
Dated August 31, 2015

OFFICE MEMORANDUM

Subject: Representation from Government servant on service matters -
reiteration of instructions - regarding.

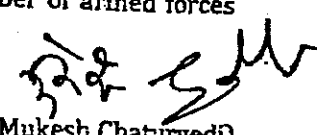
11/9/15
The undersigned is directed to refer to O.M. of even number dated 6th June, 2013 wherein instructions have been issued on submission of representation by Government servants about their service matters. In spite of these instructions, it has been observed that Government servants including officers/ officials of para military forces and Army personnel continue to represent directly to the Prime Minister, Minister, Secretary (P) and other higher authorities, directly.


2. As per the existing instructions, wherever, in any matter connected with his service rights or conditions, a Government servant wishes to press a claim or to seek redressal of a grievance, the proper course for him is to address his immediate official superior, or Head of his office, or such other authority at the appropriate level who is competent to deal with the matter in the organisation.

3. Such submission of representations directly to other authorities by-passing the prescribed channel of communication, has to be viewed seriously and appropriate disciplinary action should be taken against those who violate these instructions. This can rightly be treated as an unbecoming conduct attracting the provisions of Rule 3 (1) (iii) of the Central Civil Services (Conduct) Rules, 1964. It is clarified that this would include all forms of communication including through e-mails or public grievances portal etc.

4. Attention in this connection is also invited to the provision of Rule 20 of CCS (Conduct) Rules, 1964 prohibiting Government servants from bringing outside influence in respect of matter pertaining to his service matter. Representation by relatives of Government servant is also treated as outside influence as clarified vide MHA OM No. F.25/21/63-Estt.(A) dated 19.09.1963

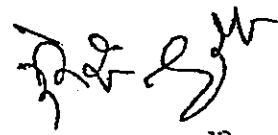
5. It is reiterated that these instructions may be brought to the notice of all Govt. servants including officers/ officials of para military forces and member of armed forces and action taken against those who violate these instructions.


(Mukesh Chaturvedi)
Director (E)
Telefax: 23093176

me  To
A
The Secretaries of All Ministries/Departments of Govt. of India
(as per the standard list)

Copy to:

1. President's Secretariat, New Delhi.
2. Vice-President's Secretariat, New Delhi.
3. The Prime Minister's Office, New Delhi.
4. Cabinet Secretariat, New Delhi.
5. Rajya Sabha Secretariat/Lok Sabha Secretariat, New Delhi.
6. The Comptroller and Auditor General of India, New Delhi.
7. The Secretary, Union Public Service Commission, New Delhi.
8. The Secretary, Staff Selection Commission, New Delhi.
9. All attached offices under the Ministry of Personnel, Public Grievances and Pensions.
10. National Commission for Scheduled Castes, New Delhi.
11. National Commission for Scheduled Tribes, New Delhi.
12. National Commission for OBCs, New Delhi.
13. Secretary, National Council (JCM), 13, Feroze Shah Road, New Delhi.
14. CVOs of all Ministries/Departments.
15. ADG (M&C), Press Information Bureau, DoP&T
16. ✓ NIC, Department of Personnel & Training, North Block, New Delhi (for uploading the same on the website of this Ministry under the Head OMs & Orders → Establishment → (Conduct Rules).
17. Hindi Section, DoP&T


(Mukesh Chaturvedi)
Director (E)
Telefax: 23093176