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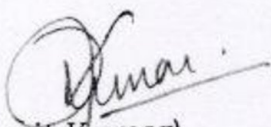
A/96525/MP/VIP/DGQA(Coord)

25 Jan 2019

MINISTRY OF DEFENCE
DGQA (COORD)

DISPOSAL OF MP/VIP REFERENCES, PMO REFERENCES,
GRIEVANCES/REPRESENTATIONS/COMPLAINTS

1. Detailed guidelines/SOP for processing of MP/VIP references, PMO references, grievances/representations/complaints have been issued and circulated from time to time.
2. Of late, it has been observed that the guidelines/SOP are not being followed strictly which leads to delay in submission of replies to Ministry of Defence vis - a - vis disposal of grievances on PMOPG and CPGRAMS. This has been viewed seriously by the higher authorities.
3. It is also pertinent to mention here that the position of pending MP/VIP references, grievances/representations/complaints are being monitored in the Senior Officers' Meeting (SOM) chaired by Secy (DP) weekly. Hence, it is requested that henceforth the above references shall be dealt with on utmost priority. Further, the online grievances be viewed on daily basis and comments/reply be uploaded by the Sub - Nodal Officers on the portal immediately. In case of any delay, an interim reply may be uploaded/sent to DGQA(Coord) being the Nodal Agency for dealing with these references.
4. Please ensure strict compliance.


(Amit Kumar)
Director (C&P)
For DGQA

All Tech Dtes

All Sections in Dte of Adm

DGQA/Vigilance Cell

Copy to: -

TS to DGQA

PPS to Spl DGQA

PS to ADG (Adm)

} for information, please