

रक्षा मंत्रालय

MINISTRY OF DEFENCE

संयुक्त सचिव एवं मुख्य प्रशासनिक अधिकारी कार्यालय

Office of JS (Trg) & CAO

E-GOVERNANCE INITIATIVES FOR ADMINISTRATIVE SERVICES

e – Governance is evolving from computerization of offices to initiatives that encapsulate the finer points of Governance, such as online access, transparency and service orientation. Delays in everyday performance of the functions might generate grievances which can lead to low morale. For an administration to be responsive and user friendly, it is necessary to establish an efficient and faster delivery mechanism.

2. In this context, it is the need of the time that delivery systems are reviewed for providing hassle-free services by focusing on systemic changes. In order to achieve this objective in a focused manner, it is necessary to evolve a multi-pronged strategy to be implemented in a time bound and effective manner.

3. To strengthen the e-Governance initiative/Digital India launched by GOI, following measures have already been initiated to have an service oriented approach and to improve the delivery system:

(a) Dairy/Dispatch system has been computerised for easy tracking/monitoring of correspondence;

(b) All arrear claims e.g. Leave encashment, Pay arrears and Children Education Allowances claims etc. have been uploaded/updated on CAO website;

(c) Dedicated Pension Cell and Medical Cell have been set up and are functional;

(d) Helpline for Pension and Medical grievances/issues is now operational, the details are available on CAO's website.

Pension helpline	:	011-23792498
Medical helpline	:	011-23792497

(e) Details of disposal of Medical claims are being displayed on CAO's website; and

(f) The details of sanctioned GPF advance/withdrawal, motor car advance/two wheeler advance have been planned to be uploaded shortly on the CAO Portal.

4. In order to facilitate establishing more responsive and efficient administration, employees may now make use of e-mail for faster communication and sending urgent information with regard to various services on the Dy CAO(Admin) ID i.e. adm.cao-mod@nic.in of the CAO/Administration. Users have the responsibility to use this resource in an efficient, effective, lawful and ethical manner.


(Sarvjeet Singh)
Dy CAO(Admin)

All SAOs
(Admin Wing)

MoD, O/o JS(Trg) & CAO ID No. A/77002/Misc/Dy CAO(A) dated 26 Aug 2015

Copy to:

Sr PPS to JS(Trg) & CAO

Director (E&A)

Director (HR)

Dy CAO(MP&B)

CAO/EDP – for uploading on CAO's website.