



कार्यालय रक्षा लेखा प्रधान नियंत्रक (मध्य कमान), करियप्पा मार्ग, लखनऊ छावनी -226002 Principal
Controller of Defence Accounts (Central Command) Cariappa Road, Cantt., Lucknow, Pin Code –
226002

कार्यालय दूरभाष सं०-0522-2451547

कार्यालय फैक्स सं०-0522-2451993

Office Phone NO. 0522-2451547

Office Fax NO. 0522-2451993

Speed post

No.FC/I/3089/Grievances

Dated: 30/03/2016.

To

**The Officer In charge
AAO (CC) Allahabad
AAO (CC) Kanpur
All AOGes/AAO GEs, All LAOs/RAOs
All pay sections in MO, Store Audit Section**

Sub: Mechanism for redressal of grievances related to GPF Accounts.

Ref: HQrs office letter no. FC/14502/General matters dated 14.03.2016.

Please refer to HQrs letter cited under reference (Copy enclosed) wherein it is mentioned that competent authority while reviewing a specific case relating to a GPF grievances has observed that even in those cases where due action has been taken by concerned office, the petitioner is not informed with adequate/appropriate information of the action taken on the grievance. This results in further aggravation of the grievance of the petitioner leading to avoidable representation/correspondence.

It is therefore advised that grievance pertaining to GPF settlement, discrepancies etc. must be dealt on priority and action be taken on them in a time bound manner to settle the grievances.

The petitioner should be informed appropriately with the action taken on the petition along with point to point reply of the grievances.

Please acknowledge receipt.

Sr. Account Officer (Funds)