

	<p>कार्यालय रक्षा लेखा प्रधान नियंत्रक (मध्य कमान), करियप्पा मार्ग, लखनऊ छावनी -226002</p> <p>Office of the Principal Controller of Defence Accounts (Central Command) Cariappa Road, Cantt., Lucknow, Pin Code - 226002</p> <p>E-mail ID: pcdaccoandm.dad@hub.nic.in</p>	 <p>आजादी का अमृत महोत्सव</p>
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सं.: सं. एवं प./2915/ग्रीव/सीपीग्राम

दिनांक- 19.04.2024

Important Circular

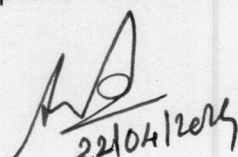
To,
The Officer-In-Charge
All Sub offices/All Sections (local)
Under PCDA(Army) Lucknow

Sub : Review of Centralised Public Grievance Redress and Monitoring System (CPGRAMS) Monthly Report : February-2024.

HQrs Office has provided a detailed analysis of types and categories of Public grievances and Nature of Disposal in respect of each organisation. HQ Office has directed to take corrective measures for better performance in the ensuing month.

Therefore, in order to deal effectively with the Grievances/Appeals the following guidelines are issued for strict compliance by all concerned. It is advised to all sub offices and section of main office of PCDA (Army) that while rendering the reply, the following points must be adhered to -

- (i) Complaint / Grievance received through CPGRAM should be given high priority and all possibilities may be explored for their redressal.
- (ii) Reply should be to the point wise & specific so that the Appeals are minimized.
- (iii) While rendering the reply, the delay on the part of other agency should be addressed in clear terms.
- (iv) If the redressal is done after the adjustment of DO II by PAO, the month of receipt of DO II from Record office should invariably be mentioned.
- (v) In case if the redressal involves payment of amount, the detail of amount paid, date and UTR number should be the part of reply.
- (vi) In case of revision of pension, the date/month in which the case for revision has been initiated on SPARSH and the level at which it is currently pending should be depicted clearly.
- (vii) CPGRAM Complaint and Appeal should reach in this office within prescribed time.
- (viii) Grievances/Appeals will be closed only after the complete resolution and will not be disposed of based on casual and incomplete reply.


 22/04/2024
Jt. CDA/Grievance Officer