



## CIRCULAR

	<p>कार्यालय: रक्षा लेखा प्रधान नियंत्रक PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS सं. 107, लोअर अग्रम रोड , अग्रम पोस्ट , बेंगलूर - 560 007 NO. 107, LOWER AGRAM ROAD, BANGALORE – 560 007 फोन नं./Phone No. - 29710474, 29710475 फैक्स नं./Fax No. - 29710132</p>	
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No: AN/I053/Grev/Circular

Date: 04/03/2021

To  
All Sections in Main Office,  
All Sub Offices under PCDA B'lore

Sub: Effective and efficient redressal of public grievances is the fundamental to the Citizen centric governance

HQrs office vide their letter dated 22/02/2021 has instructed to comply with the following instructions while redressing the grievance:

[1] The grievances are to be analyzed to identify the problem areas and take preventive measures so that grievances on same/similar issues do not arise in future.

[2] To examine the nature of the grievance at first instance and if it was found to be a complaint only, the same should be processed accordingly and also to initiate action for closure of the same on pgportal. In case, unwarranted complaints/representations are allowed to remain pending on pgportal in the form of grievances, the genuine grievances may not get appropriate attention and priority.

[3] To accord top priority to clear the pending grievances.

In addition to the above, competent authority has directed the following for strict compliance: :

[1] It is observed that many sub offices are not visiting the pgportal regularly. All concern has to regularly visit to CPGRAM pgportal through their respective IDs which has already been allotted [copy attached for ready refrence].


[2] All grievance applications referred by this office should be replied within 5 working days from the date of receipt. In the cases where delay is anticipated an interim reply should be furnished regarding the action being taken. If payment is involved, the details of payment with supportive documents or transaction ID should invariably furnished along with the reply.

[3] If the grievance involves policy decision matter, it can be intimated immediately without awaiting for final outcome of the issue.

**[4] A monthly report regarding the pending grievance in the profroma enclosed, may be rendered by 1<sup>st</sup> of every month.**

Please accord due diligence while addressing grievances.

Please acknowledge the receipt.



[N Dhanalakshmi]  
Grievance Officer

Proforma of Monthly report on grievance Pending over 30 days

Sl No:	Reg No: and date	Name of the complaint	Subject of Grievance	Pendency /No: of days	Remarks [Reasons for delay]/whether any Interim reply given
NIL	NIL	Nil	Nil	Nil	Nil

Signature