



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



No: AN/I/069/Grev/Non DAD

Date: 22/07/2022

To

All the sections in M.O.  
All the Sub Offices under PCDA Bangalore  
[Through proper channel]

Sub: Strengthening of Grievance Redressal Mechanism in the Department-Nomination of Officers for Handling of Appeals and Standard Operating Procedure [SOP] for Appeals-Reg

Please find enclosed copy of HQrs letter No: AN/Grievance/Report Meeting/Vol VIII/E-1972 dated 30/06/2022. Hqrs office has nominated all PCsDA/CsDA as Appellate Authorities of their respective organizations to redress the CPGRAM appeals.

The concerned authorities are requested to accord top priority to redress the CPGRAM grievances/appeals received in their office within one week so as to take necessary action by Main Office to dispose the same within in the stipulated time.

  
DCDA [AN]

“हर काम देश के नाम”

# रक्षा लेखा विभाग (र.ले.वि.) मुख्यालय



उलान बटार रोड, पालम, दिल्ली छावनी-110010

DEFENCE ACCOUNTS DEPARTMENT (DAD) HEADQUARTERS

Ulan Batar Road, Palam, Delhi Cantt.- 110010

Phone:011-25665561, 25665745 Fax:25674806 / 25674821 email: grievancecgda.dad@gov.in

शिकायत प्रकोष्ठ (Grievance Cell)

No. AN/Grievance /Report Meeting/Vol/VIII/E-1972

Dated:30.06.2022

To

All the PCsDA/PIFAs/ PCA (Fys.)/CsDA/IFAs/NADFM/RTCs.

**Subject:-** Strengthening of Grievance Redressal Mechanism in the Department -Nomination of Officers for Handling of Appeals and Standard Operating Procedure {SOP} for Appeals - reg.

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**Reference:-** HQrs Office circular of even number dated 22.07.2021, 28.10.2021& 23.12.2021.

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Reference is invited to this Grievance Cell of HQrs Office circulars of even no. dated 22.07.2021 {Cir. No. 4542 on website}, circular dated 28.10.2021 {Cir No. 4647 on website}and dated 23.12.2021 {Cir No. 4681 on website} under reference on the subject.

2. Based on the guidelines issued by the Dept. of Administrative Reforms & Public Grievances, Min. of Personnel, Public Grievances & Pensions and MOD (Fin), the nomination of officers for handling grievance related issues have been revised by the Competent Authority, viz., CGDA. The details of officers nominated to deal with Appeals on Grievances received in the DAD HQrs and the MOD (Fin) are as under:-

Office	Appeals
DAD(HQrs.)	<u>Nodal Appellate Authority</u> Smt. Alka Sharma, IDAS Sr. Joint CGDA  <u>Appellate Authorities</u> All Senior Joint / Joint CGsDA (for HQrs Office) All PCsDA/CsDA (for Sub Offices)
MOD (Fin)	<u>Nodal Appellate Authority</u> Smt. Alka Sharma, IDAS Sr. Joint CGDA

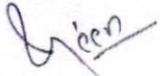
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-:2:-

3. Further, with a view to ensure smooth handling of Appeals on Grievances in the Department and also to ensure uniformity in dealing with the same, a Standard Operating Procedure {SOP} for handling of Appeals has been prepared and attached to this communication as Annexure 'A'. It is requested that prompt action may be taken on the appeals to ensure disposal of the same within the prescribed time limits.

4. Further, a copy of the SOP for handling grievances circulated earlier is also attached as Annexure "B" for instant reference.

5. Suggestions for improving the processing/handling of Appeals/Grievances, if any, can be furnished {even in individual capacity by officers/staff also} through e-mail at "grievancecgda.dad@gov.nic.in".

  
(Rajeev Ranjan Kumar)  
Sr. Dy. CGDA (Estt.)

Copy to:-

1. Ms. Vandana Sharma,  
AFA, DAD-Coord, MOD (Fin),  
South Block, New Delhi. - For information please.
2. Smt. Alka Sharma, IDAS  
Sr. Joint CGDA - For information & necessary action please. The Officer will also attend all the Meetings/ Video Conferences related to the subject matter conducted by DARPG, DOPPW, MOD (Fin) etc.
3. Shri R. P. Singh, IDAS, Jt. CGDA - For information please.
4. All Sections of HQrs Office - For information & necessary action please.
5. IT & S Wing (Local) - With request to upload on the website.

  
(Rajeev Ranjan Kumar)  
Sr. Dy. CGDA (Estt.)