

OFFICE OF THE CONTROLLER GENERAL OF DEFENCE ACCOUNTS
ULAN BATAR ROAD, PALAM, DELHI CANTT-110010.

(AT -VIII/ FUND CELL)

No. FC/14502/General matters

Dated : 14.03.2016

To

The All
PCsDA/CsDA

SUBJECT : Mechanism for redressal of grievances related to GPF Accounts


The competent authority while reviewing a specific case relating to a GPF grievance 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.

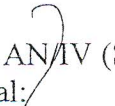
2. The Competent Authority has desired that all sub-office must ensure that grievance pertaining to GPF settlement, discrepancies etc must be dealt on priority and action taken on them in a time bound manner to settle the grievances. After due action has been taken on the grievance the petitioner should also be informed appropriately with the action taken on the petition.

3. It has also been desired that there should be a time frame for a complete point to point reply of grievance to the petitioner. Moreover, a mechanism also needs to be urgently built up where the applicant/complainant is kept posted with the progress on his grievance till the redressal of the grievance.


Jt.CGDA (RA) has seen.

Please acknowledge receipt.


(Rajesh Sharma)
Sr.Accounts officer (AT)

Copy to:
The AN/IV (Section)
Local: 

For information and similar action.


(Rajesh Sharma)
Sr.Accounts officer (AT)