

**OFFICE OF THE CONTROLLER GENERAL OF DEFENCE ACCOUNTS  
ULAN BATAR ROAD, PALAM DELHI CANTONMENT – 110010  
GRIEVANCE CELL**

No. AN/GRIEVANCE CELL/Corr/Misc/VII

Dated: 02/02/2016

To

The Grievance Officer  
O/o the PCsDA / CsDA / PC of A/cs(Factories)  
(Through CGDA website)

**Sub: Proper disposal of grievances on CPGRAMS: Regarding.**

Off late it has been observed that many of the offices are not disposing off the grievances on CPGRAMS in a proper manner. Some of the offices are not even viewing the grievances sent through pgportal on their respective user id. As a result, grievances are pending unactioned.

2. Many of the offices are taking action on the grievances only after receiving repeated Reminders from this office. This action of the offices is not appreciated.

3. It is needless to emphasis upon that the grievances are to be disposed off in a time bound manner as per the Ministry's guidelines issued from time to time.

4. Therefore, it is requested that grievances sent through CPGRAMS may be viewed daily and status of the grievances needs to be updated in the CPGRAMS portal. **Final reply to each grievance must be sent to the complainant and the same must be uploaded as CASE REPORT in the pg portal along with attachment, if any for closure of the case.**

5. This is for information and strict compliance.

  
(T.K. Jajoria)

Sr. Dy CGDA (AN) & Grievance Officer