

**Controller General of Defence Accounts**

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(IFA WING)

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IFA/51/Grievance

Dated 23/10/2018

**Circular No. 20/2018**

To

PIFAs/SHQrs IFA/Command IFA/Nominated IFA

Sub: Addition of PIFA/IFA offices as a Subordinate Organization under IFA Wing on CPGRAM Portal.

I wish to draw your kind attention that Grievances received by HQrs office through P.G. Portal are needs to be replied in stipulated period of 30 days, except in case of exceptional categories such as marital discord cases.

2. At present all grievances received via PG Portal are forwarded to concerned office in the form of hard copy which takes much time to finalize the same which restrict IFA Section in closing online grievances within stipulated time frame. In order to streamline and speed up Redressal of grievances received in this section, it has been decided by Competent Authority to process & to monitor all grievance representation online through CPGRAM. To ensure speedy disposal of grievances all PIFA/SHQrs IFA/Command IFA/Nominated IFA offices are required to be added on CPGRAM Portal.

3. In order to add these offices as subordinate organization on CPGRAM Portal following information are required such as:

- (a) Name of Nodal P. G. Officer
- (b) Title of Nodal P.G. Officer.
- (c) Designation of Nodal P.G. Officer.
- (d) Email ID
- (e) Mobile No. of Nodal P.G. Officer
- (f) Mobile No. of other officer (if any)
- (g) Phone no of Nodal P.G. Officer

4. In view of the above, it is requested to kindly arrange to provide above cited information at the earliest through email [Id-Cgdaifa.dad@gov.in](mailto:Id-Cgdaifa.dad@gov.in) so that grievances may be forwarded online through P.G. Portal for early action.

This issues with the approval of Sr. Jt. CGDA (Fin).

SAO (IFA Wing)

Copy to

Jt. CGDA,  
IT&S Wing (Local)} With a request to kindly upload on  
the CGDA's website.

SAO (IFA Wing)