



कार्यालय रक्षा लेखा प्रधान नियंत्रक कार्यालय (मध्य कमान) I करियप्पा मार्ग, द्वावनी लखनऊ
Office of the Principal Controller of Defence Accounts (Central Command)
1 Cariappa Road, Cantt., Lucknow – 226002
Office Phone No. 0522-2451547 Office Fax No. 0522-2451993



Through Website/Speed Post

No. AN/I/1004/Grievance forum

Date: 22 .01.2021

To,

HQ CC, Lucknow
HQ (SC), Pune
HQ (SWC), Jaipur
HQ CE (CC), Lucknow
HAL Korwa/Lucknow
DGAQA Kanpur/Lucknow
All Record offices in case of PBORs
(Under audit jurisdiction of PCDA(CC) Lucknow)

Sub: Formation of Grievance redressal forum in PCDA(CC) Lucknow

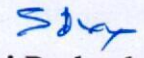
In order to “**resolve disputes to gain trust**”, it has been decided by PCDA(CC) Lucknow to set up a “Public Grievance Forum” headed by **Shri Pankaj Upadhyay, IDAS, Jt.CDA** for all clients under the audit jurisdiction to this office i.e Army personnel, Defence Civilians, Industrial/non-industrial and third parties for whom our office/suboffices is imparting services. It prominently intends to resolve all the pending cases of dispute on fast track basis.

Some important features as well as instructions are detailed below;

- i. The applications are hereby invited from the individuals duly supported with all documents relevant to their grievance alongwith recommendation of the unit/MES authorities/Record office through E-mail: publicgrievance.dad@hub.nic.in/by post/by hand in complaint box kept at the entrance of the PCDA(CC) Lucknow.
- ii. In case of individuals, directly under audit and payment jurisdiction of Area Account Office/AOGE/PAOs, may also forward their application.
- iii. On receipt of the application through record section, e-mail or by hand, the above public grievance cell will forward the complaint/grievance to the concern section/sub-office for necessary action at their end. **Any communication with the complainant in connection to the subject grievance will be made only by the Public Grievance Forum and the section concerned will not interact with the complainant concerned directly.**
- iv. Keeping in view of the urgency/nature of the grievance, selected complainant can also be called in person at the date and time to get their grievance resolved on the spot. The date and time may be advertised through the administrative authorities.

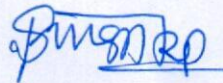
- v. It is intended to hold the first **"GRIEVANCE REDRESSAL ADALAT"** on **1st March 2021** at conference hall of CDA RTC Lucknow. Selected complainant (intimated in due course) will be called in person at the date and time to get their grievance resolved on the spot.
- vi. In addition to above, a quarterly meeting/conference/adalat at selected venues under the AOR of the PCDA(CC) Lucknow may also be organised to resolve/address the grievance of the complainants.
- vii. The applications in the prescribed form enclosed as **Annexure "A"** may be forwarded either through record section of this office or E-mail: publicgrievance.dad@hub.nic.in/by hand in complaint box kept at the entrance of the PCDA(CC) Lucknow addressed to the Public Grievance Officer.
- viii. In view of the above, above forum may be disseminated to all the units & formations under payment and audit jurisdiction of Pr.CDA (CC) Lucknow.
2. We intend to take it in a careful manner to avoid any confusion or double claim. It will be most appropriate if the individual grievances are initially cross checked at unit level for its correctness.

Encl: as above


(Rankaj Prakash Singh)
Dy.CDA (CC)

Copy to:

1.	The Area Accounts Office Allahabad	:	For information alongwith the flow chart for processing of public grievance as Annexure "B" . All DAD employees may forward their application directly to the Public Grievance officer with comments of the officer-in-charge of the section/sub-office concerned.
2.	The Area Accounts Office Kanpur	:	
3.	All PAOs under PCDA(CC) Lucknow	:	
4.	All Sub-offices of the PCDA(CC) Lucknow	:	
5.	All Sections (Main Office) (Local)	:	


(Rankaj Prakash Singh)
Dy. CDA (CC)

Annexure "A"

Through E-mail/Speed Post

To,

The Public Grievance Officer
Office of the PCDA(CC)
1 Cariappa Marg
Lucknow-226002
(E-mail ID: _____)

Sl No.	Details of the Complainant		
1.	Name of the Unit	:	
2.	Name of the Complainant	:	
3.	Present Rank of the Complainant	:	
4.	Departmental Service Number, if any	:	
5.	E-mail ID of the Complainant	:	
6.	Contact Number of the Complainant	:	
7.	Brief of the Grievance	:	
8.	List of the documents enclosed	:	

Date :

Place :

[Signature of the complainant]

Annexure "B"

Flow chart for processing of Public Grievance

