



रक्षा लेखा नियंत्रक का कार्यालय, गुवाहाटी उदयन विहार, नारंगी, गुवाहाटी-781171

OFFICE OF THE CONTROLLER OF DEFENCE ACCOUNTS
UDAYAN VIHAR, NARANGI, GUWAHATI: 781171.

ई-मेल/e-mail: cda-guw@.nic.in फ़ैक्स/FAX: 0361-2640204 फोन/Ph: 0361-2640394, 2641142.



AN/IB/18/CPGRAMS/Vol-II.

Dated: 6 April, 2018

IMPORTANT CIRCULAR

To

All Sr AOs/AOs in Main office/Sub offices.

All sections of Main office.

Sub:- Redressal of grievances.

For effective functioning of the organization, it is necessary to have an effective grievance Redressal mechanism. To this end, it has been decided by the Controller that officers/staff can meet him formally regarding their unsettled grievances on every 2nd and 4th Monday (10.30 AM to 11.00 AM) of the month, effective from April 2018. Where, the Controller remains absent on those two days, due to TD, leave or any other pre-occupation, the same will be held on the next available day.

Accordingly, it is informed that officers/staff members having any long outstanding/unaddressed grievance, may take an appointment directly with the PA through telephone no 0361-2640110. In case, where the grievance may involve voluminous documents or correspondence, an advance copy of the representation may be forwarded to AO(AN), to take appropriate action for presenting the case before the Controller.

It also informed for individuals posted outstation that the availability of the controller on the said days may be ascertained from the PA through the above mentioned telephone.

This may also be given wide publicity amongst staff serving in your office.

This has been issued with the approval of the CDA.

Sd/-

(S K Das) IDAS.
JCDA

Copy to:-

Oi/C EDP Centre
(Local).

For uploading in the CDA Guwahati web-site.

(Signature)
(SC Adhikari)
Sr Accounts officer (AN)