



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 फ़ोन/Ph: 0361-2640394, 2641142.



No. AN/1B/18/CPGRAMS/Vol-II

Dated: 21/06/2017

**Important Circular No. - 33**

To

All IDAS officers  
All GOs/All SAOs  
All AOs/All AAO (Independent offices)  
Under CDA, Guwahati.

(Through Website)

**Sub: Strengthening of the Grievance Redressal Mechanism through CPGRAMS**

In order to streamline and speed up redressal of grievances received in this organization, it has been decided by the competent authority to process and to monitor all the grievance on priority basis as all the Centralized Public Grievances Redress and Monitoring System (CPGRAMS) cases may invariably be got actioned on top priority as they are Centrally monitored at Hqrs office and various agencies.

2. In this connection all the grievance application referred by this office for examination/comments etc should be replied within 5 working days from the date of receipt. In case where delay is anticipated an interim reply should be furnished regarding the action being taken.


3. All the sections and sub-offices under M. O. CDA Guwahati are directed to ensure rendition of proper reply to the complainant/petitioner to improve satisfaction rating as desired by DARPG. Reply furnished to redressal of the grievance of the complainant may directly be addressed to the complainant under intimation to this office for uploading the same on CPGRAMS Portal for closure of the grievance.

4. In view of above it is requested that the quality of action on disposal of grievances, by giving well-reasoned speaking order while closing a grievance and uploading of relevant documents on CPGRAMS may please be ensured.

  
(K. Lalbiakhlunga)  
Asstt. Controller (AN)

Copy to:

1. The Officer in Charge : For uploading in CDA, Guwahati Website Please.  
EDP Centre (Local)
2. The CGDA,  
Grievance Monitoring Cell : For information w. r. to above.  
(DAD/Non-DAD)  
Ulan Batar Road, Palam  
Delhi Cantt-110010

  
(H. B. Dutta)  
SAO (AN)