



Through CGDA Website

	<p>रक्षा लेखा महानियंत्रक / Controller General of Defence Accounts उलान बटार रोड़, पालम, दिल्ली छावनी / Ulan Batar Road, Palam, Delhi Cantt - 110 010 AN-Grievance E-mail: "grievancecgda.dad@gov.in" ☎ - 011-25665562, 25665745, Fax No. 011-25674806,25674821</p>	
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No. AN/Grievance Cell/Corr/Misc/Vol.XII

Date : 16.09.2020

To

All PCsDA / PCA(Fys) / PIFAs
CsDA / CFAs (Fys) / CsDA (RTCs) / IFAs

Subject:- Use of new E-Mail address for handling of Grievances by HQrs Office - reg

With a view to further streamline the handling of grievances being received in the HQrs Office, a separate/new E-Mail address, viz., "grievancecgda.dad@gov.in" has been created for receiving grievances related to the Defence Accounts Department, Ministry of Defence (Finance). This mail is exclusively meant for grievances. A copy of this circular may please be displayed on your office notice board for wide publicity.

2. The grievances from public as well as from officers & staff received by the Department are covered under grievances. These grievances may relate to deficiency in delivery of goods and/or services by any Government organisation, including service and personnel matters. However, the following issues are not taken-up for redress:-

- Subjudice cases or any matter concerning judgement given by any court
- Personal and family disputes
- RTI matters
- Anything that impacts upon territorial integrity of the country or friendly relations with other countries
- Suggestions

3. Needless to add, as per the existing guidelines on the subject, whenever a Government servant wishes to press a claim or seek redress of a grievance, the proper course for him/her is to address his/her immediate official superior or Head of his/her Office or such authority at the lowest level as is competent to deal with the matter. A representation/grievance {including representations by relatives of Govt. Servant} may not be made unless the appropriate lower authority has already rejected the claim or refused relief or unduly delayed disposal of case. Submission of representations including grievances by-passing prescribed channels {without exhausting proper channels} will be treated as an unbecoming conduct attracting provisions of the CCS (Conduct) Rules, 1964. The relevant instructions are available on public domain of DOPT.

4. Please acknowledge receipt of this circular on the above said e-mail "grievancecgda.dad@gov.in"

This has the approval of the CGDA.



(Vinod Kumar)
ACGDA (Grievances)

Copy to:-

1. The Joint Secretary,
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Sardar Patel Bhawan,
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E-mail:- jaya.dubey@nic.in
and "pmathew.edu@nic.in" - For information please
2. Ms. Anu Arora,
AFA, DAD-Coord,
MOD (Fin), South Block,
New Delhi. - For information please



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