

IMMEDIATE

कार्यालय रक्षा लेखा महानियंत्रक, उलान बटार रोड, दिल्ली छावनी -10
Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt -110010

GRIEVANCE CELL

No. AN/Grievance/CPGRAMS/Corrs/Vol.II

Dated: 20/03/2017

To,
The Grievance Officer
O/O the PCsDA / CsDA / PC of A/cs (Factories)

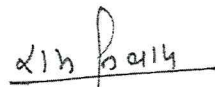
Subject:- CPGRAMS/DARPG - List of officials listed on CPGRAMS but could not be contacted by PG Call Centre - reg.

The Public Grievance Call Centre has been made operational by DARPG w.e.f. 17.02.2016. The PG call center has been reminding the concerned officials for expediting action on pending grievances. In this context it is stated that the DARPG has highlighted one of the issue that the names/designations and contact details of the officers who have been created as subordinate users on CPGRAMS are not being regularly updated due to which in more than 50% of the cases the PG call center is unable to get in touch with them for ensuring expeditious action on pending grievances. A list containing the contacts as shown on CPGRAMS but who could not be contacted is enclosed.

2. Therefore, it is requested that action may kindly be taken to update the names and contact details of officials on CPGRAMS on regular basis as and when any changes take place.

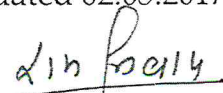
This issues with the approval of Sr.Dy.CGDA (AN) & Grievance Officer.

Encl: One


(R. N. Saini)
Sr. Accounts Officer (AN-GC)

Copy to :-

1. All sections in this HQrs. Office - For similar action
2. IT and S (Wing) - For similar action with the request to upload in the CGDA's website.
3. Shri Rajesh Kalia, SO (DAD-Coord)- For information with reference to South Block, New Delhi. Ministry's Immediate ID No.33(2)/C/2017/T-III (415) dated 02.03.2017.


(R. N. Saini)
Sr. Accounts Officer (AN-GC)



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8602047002	Defence Finance	DCDA	dr.durgalalmeena@gmail.com
1123869485	Defence Finance	AO	na@gmail.com
1125691831	Defence Finance	Sr. AO	dpdobarsquare.cgda@nic.in
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