



रक्षा लेखा महानियंत्रक

उलान बटार रोड, पालम, दिल्ली छावनी - 110010
CONTROLLER GENERAL OF DEFENCE ACCOUNTS
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By Speed Post & e-mail

No. PENS-570203)01)/2024-PENS

Dated: 05.08.2024

To

Pr. Controllers/ Controllers (As per Annexure 'A')

Sub: Special Campaign for DAD Pensioners: Grievance Resolution.

It has been decided by the Competent Authority that a special campaign from **05th August to 15th September 2024** will be organized by all Pr. Controllers/ Controllers offices for reaching out to DAD Pensioners settled across the country and for redressal of their grievances and any issues which remains unresolved. The aim is to connect with ex-DAD employees through a network of Defence Accounts offices spread across the country and seek their grievances at local level and then to redress them in a time bound manner.

2. The following methodology is proposed to be adopted by Pr. Controller/ Controllers office for reaching out to the ex-DAD pensioners for redressal of their grievances:

I. PCsDA/ CsDA are requested to launch special campaign in accordance with SOP [enclosed as Annexure 'A'] to reaching out to the DAD pensioners settled in various parts of the country through the DAD Offices in different stations through website, social media and other means i.e. putting up banners at DAD Offices & residential areas, CGHS dispensaries, CSD canteens, SSCs and other such spots which are frequented by the DAD pensioners.

II. For this purpose, a indicative Banner [format enclosed as Annexure 'B'] has been designed by HQrs. Office and same is enclosed herewith for displaying on the websites, notice boards of field offices, SPARSH Centers and other places which see good turn out of ex-DAD pensioners. Pr. Controller/ Controllers offices will incorporate their office e-mail ID on banner so that pensioners can submit their application through e-mail also. The format of banner can be suitably customized as per the local requirements.

III. Format for application enclosed [Annexure 'C'] for pensioner may be hosted on website of PCsDA/ CsDA.

IV Ex-DAD employees/ ex-Pensioners may also be conveyed to submit the application in the above format only to the nearest local office who will transmit the same to their concerned PCsDA/ CsDA.

V. On receipt of these applications the concerned PCsDA/ CsDA will examine the applications and segregate them into pension & other issues & forward them to PCDA (Pension) & concerned PCsDA/ CsDA respectively.

[Continued....P/2]

VI. PCsDA/CsDA are requested to forward a weekly report to this Hqrs. Office for compilation and kind perusal for Management Board on e-mail [cgda-atpension.dad@hub.nic.in] in below mentioned format:-

No. of Grievances received	Disposed	No. of Paid cases and amount	Pending for action
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VII. Dy. CGDA (Pension) Shri Saurabh, will be the nodal officer at two office for the campaign. He can be contacted at telephone @ <011-25665534>

VIII. Weekly VCs will be held by the CGDA w.e.f. from 12th August' 2024 to review the status of the campaign.

IX. Grievances is to be initiated through SPARSH Portal. SSC/CSC/Nodal officer may help the pensioners in this regard.

This issues with approval of the CGDA.

Encl: As above.



(Molly Sengupta)
Jt. CGDA (Pension)