

रक्षा लेखा नियंत्रक (सेना)

Controller of Defence Accounts (Army)

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MOST URGENT

No. AN/I/1023/GenCorr/M

Dated: 09.01.2024

To

All Sections of Main Office

All sub-offices under CDA (Army) Meerut

Subject- Urgent Attention required regarding email communication.

With reference to the subject cited above, it has been observed that there is a significant issue regarding the handling of emails within our organization leading to various problems in communication and addressing important issues.

Several instances have been noted where emails are either not being received or are being ignored, resulting in a lack of responsiveness. Additionally, it has been noticed that sub-offices/sections do not forward or revert back to the emails that directly do not pertain to them.

Effective communication is crucial for the smooth functioning of any organization. Ignoring or neglecting emails, whether intentional or due to technical issues is unacceptable and can lead to oversight of critical matters. Responsibility and accountability in email communication must be established. Recently, an important email of HQrs Office was forwarded by the IT&S section to Pay & Fund sections of Main Office but it was ignored by the sections which attracted an adverse remark by HQrs Office. This has been viewed seriously by the Competent Authority.

Therefore, to avoid repetition of such lapse in future, it is instructed that all the sub-offices/sections watch emails seriously and respond promptly. If the mail does not directly concern to them, it is advised to either forward the mail to the section concerned or the IT&S section for necessary action. Failure will attract suitable action without prior (this circular may be treated as same) warning.

This may be accorded "Top Priority".

Encls: As above


Group Officer (AN)