



रक्षा लेखा नियंत्रक (सेना)  
CONTROLLER OF DEFENCE ACCOUNTS (ARMY)  
बेल्वेडियर परिसर, आयुध पथ, मेरठ छावनी - 250001  
Belvedere Complex, Ayudh Path, Meerut Cantt-250 001  
☎ 0121-2794357 फ़ैक्स संख्या Fax Nos. 0121-2646254, 2646216  
ई-मेल आई.डी./e-mail id: oandmcdarmy.dad@hub.nic.in



**Important Circular**

No. O&M/CC/12491/HQrs Office

Dated: 12 March 2024

To,

1. Sh. Ashish Yadav, IDAS, JCDA, AAO (A), Agra
2. Sh. Anurag Kala, IDAS, DCDA, AAO (A), Dehradun
3. Smt. Sarita Nehru Rajdan, IDAS, ACDA, PAO (ORs), BEG&C, Roorkee
4. Sh. Ajay Kumar, IDAS, ACDA, PAO (ORs), GRRC, Lansdowne
5. Sh. Sumit Bhamboo, IDAS, ACDA, PAO (ORs), KRC, Ranikhet
6. Sh. Manoj Kumar, IDAS, ACDA, PAO (ORs), JRC, Bareilly

**Sub:** Active GROs: CPGRAMS Portal.

**Ref:** HQrs office letter no. Grievance/Misc/Corr/2023/e-3631, dated 23.02.2024.

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Kind attention is invited towards HQrs office letter cited under reference (copy enclosed). HQrs Office has reviewed active participation in CPGRAMS Portal by Grievance Redressal Officer (GROs) with reference to Grievance Redressal Assessment & Index (GRAI) monthly report issued by DARPG and found that CPGRAMS Portal is not being monitored regularly by GROs.

2. In this connection, all GROs are directed to regularly visit CPGRAM Portal to ensure active participation.
3. All GROs are also advised to update their profile on CPGRAMS Portal as and when required.
4. Further, All GROs are directed to liaise with the concerned offices for Redressal of grievances, falling under their jurisdiction and upload their duly signed reply on CPGRAMS Portal through their respective GRO IDs.

Please accord top priority.

**This issues with the approval of CDA.**

**Encl: As above**

**Copy To:**  
Officer-in-Charge  
OA Cell (Local)

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To upload on CDA (A), Meerut website.

—sa—  
(Upendra Kumar)  
Sr. Accounts Officer  
(Grievance Cell)

*Upendra Kumar*  
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Sr. Accounts Officer  
(Grievance Cell)



## कार्यालय, रक्षा लेखा महानियंत्रक

उलानबटाररोड, पालम, दिल्लीछावनी-110010



### Controller General of Defence Accounts,

Ulan Batar Road, Palam, Delhi Cantt.- 110010

Phone: 011-25665558, 25665745

Fax: 25674806 / 25674821

email: grievancecgda.dad@gov.in

#### शिकायत प्रकोष्ठ (Grievance Cell)

No. Grievance/Misc/ Corr/2023/e-3631

Date: 23 /02/2024

To

All PCsDA/CsDA

(Through E-mail )

**Sub:** Active GROs : CPGRAMS Portal.

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Active participation in CPGRAMS portal by Grievance Resolution officer (GROs) have been reviewed with reference to Grievance Redressal Assessment & Index (GRAI) monthly report issued by DARPG. The following have been observed:

- (i) Only 17 % of total created IDs are monitored regularly.
- (ii) 32 % of total IDs were rarely LOGGED IN .
- (iii) 51 % of total IDs were not LOGGED IN since creation.
2. The Competent Authority has adversely commented on non-monitoring of CPGRAMS portal regularly. Hence, all field Controllers are requested to take following action on priority:
  - (i) all GROs may be directed to visit CPGRAMS portal regularly so that active participation is ensured.
  - (ii) in respect of rarely used IDs, it's advised to review the same at your end with reference to necessity and revert with recommendation.
  - (iii) Further, the GROs may also be advised to update their profile as and when required
3. In respect of those IDs which have not been used since creation, due action is being taken to deactivate them at this HQrs. end.

An early action is solicited.

(Rakesh Kumar, IDAS)

Sr. Jt. CGDA & Nodal Appellate Authority.