

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-II भीकाजी कामा प्लेस
नई दिल्ली-110066
फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

No. CPAO/Tech/Bank Performance/37 Vol-III/2020-21/८३

Dated: 08.12.2020

OFFICE MEMORANDUM

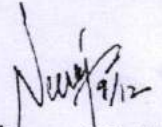
Subject-Review of Grievance Mechanism-reg.

Kindly refer to this office e-mail dated 19.11.2020 on the subject mentioned above. In this regard it is submitted that no reply has been received from the CPPC.

2. Therefore, your attention is invited to Para 9.2 of the CPPC guidelines, issued by CPAO in 2012 and updated on 2015, which refers to Grievance Mechanism of the CPPCs and you are once again requested to intimate the following at the earliest:

1. Existing grievance redressal mechanism in your CPPC/Bank for pensioner.
2. Nature of general grievances.
3. Process for redressal of grievances of pensioners.
4. Escalation matrix of grievance.
5. Mediums for lodging & redressal of grievance. (website/phone/fax/letter/personal visit etc.)
6. Toll free telephone number for grievance redressal of pensioners, if any.
7. In case, the grievance pertains to CPAO or PAO/HoO of Ministry/Department, how it is forwarded to the concerned stakeholder/handled?
8. Whether the link of CPAO's website is provided on the grievance portal of the CPPC?

3. This issues with the approval of Chief Controller (Pensions).


(Neeraj Kulhari)

Dy. Controller of Accounts

To,

1. Heads of all the CPPCs of Authorized Banks (As per List)-except Bank of Baroda

Copy for information:-

1. Sr. PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block General Pool Office (GPO) Complex, INA, New Delhi.
2. PS to Addl. CGA, Maharekha Niyantarak Bhawan, E-Block General Pool Office (GPO) Complex, INA, New Delhi.
3. The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly, Station, Byculla, Mumbai -400008.

4. The Joint Secretary, Ministry of Finance, Deptt. of Financial services, Jeevan Deep Building
Sansad Marg, New Delhi-110001.
5. PS to CC (P), CPAO, New Delhi
6. Sr.TD(NIC), CPAO, New Delhi