

रक्षा लेखा महानियंत्रक



उलान बटार रोड, पालम, दिल्ली छावनी - 110010  
CONTROLLER GENERAL OF DEFENCE ACCOUNTS  
Ulan Batar Road, Palam, Delhi Cantt- 110010



Phone: 25665575 Fax:011-25674806 E-mail:cgda-atpension.dad@hub.nic.in

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 05<sup>th</sup> August to 15<sup>th</sup> 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](mailto:cgda-atpension.dad@hub.nic.in)] in below mentioned format:-

No. of Grievances received	Disposed	No. of Paid cases and amount	Pending for action
----------------------------	----------	------------------------------	--------------------

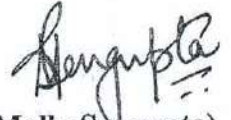
VII. Dy. CGDA (Pension) Shri Saurabh, will be the nodal officer at two office for the campaign. He can be contacted at telephone @ <011-25665534>

VIII. Weekly VCs will be held by the CGDA w.e.f. from 12<sup>th</sup> 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)

Sl. No.	Name of Pr. Controllers/ Controllers
1.	PCDA (P) Prayagraj.
2.	PCDA (Navy).
3.	PCDA (O)Pune.
4.	PCDA (SC), Pune
5.	PCDA (BR) New Delhi
6.	PCDA (Hqrs) New Delh
7.	PCDA (AF), New Delhi
8.	PCDA Army Chandigarh
9.	PCDA (Army) Jammu
10.	PCDA (Army) Jaipur
11.	PCDA (Army) Lucknow
12.	PCDA (Kolkata)
13.	PCDA Bangalore
14.	PCDA (AF) Dehradun
15.	PCDA (R&D) New Delhi
16.	CDA (CSD) Mumbai
17.	CDA (Navy Coast Guard) New Delhi.
18.	CDA (Army) New Delhi
19.	CDA Patna
20.	CDA Guwahati
21.	CDA Chennai
22.	CDA Secunderabad
23.	CDA Army Meerut
24.	CDA PD Meerut
25.	CDA Fund Meerut
26.	CDA Jabalpur
27.	CDA IDS New Delhi
28.	CDA (R&D) Hyderabad
29.	CDA (R&D) Bangalore
30.	JCDA (AF) New Delhi

Subject: Redressal of Pension Grievances of retired DAD Staff and Officers

The present proposal is for reaching out to DAD pensioners settled across the country for redressal of pension related grievances and other issues which remain unresolved. The aim is to connect with ex-DAD employees through a network of Defence Accounts Offices spread all over the country, seek their grievances at local level and then to redress them in a time bound manner.

2. Accordingly, a Campaign to redress the grievances of ex-DAD employees is proposed to be taken up on a wide scale across the country in the month of August and September. For this purpose, SOP has been prepared on the following lines :

- i Brief introduction - Number of pensioners, etc
- ii Need for grievance redressal drive
- iii Methodology for conducting the drive
- iv Offices/ agencies to be involved
- v Mechanism for redressal of grievances
- vi Logistics support
- vii Nodal Officers
- viii Management Board to conduct the drive
- ix Monitoring mechanism
- x Time lines - schedule

The details of the campaign along with methodology, logistics, approach is being worked out here as under in the succeeding paragraphs.

3. The design and mode of the Campaign :

I. Brief introduction for the Campaign - As per the information available in the pension graph, there are presently 45,143 DAD pensioners out of which 33,175 are service pensioners and 11,968 family pensioners. These pensioners are now settled across the length and breadth of the country including in stations which have DAD presence and in other stations away from DAD offices.

Presently, DAD has 1105 offices at 289 locations including 189 functional SPARSH Centers which are located across the length and breadth of the country and even in remote areas or may cover such places in their geographical area which do not have a DAD office. Most of these

pensioners are drawing pensions from the bank and while new pensioners are being serviced through SPARSH Portal, migration of pre-2016 pensioners to SPARSH Portal is currently under way and 37,782 DAD pensioners have already been migrated to the SPARSH Portal.

II. **Need for grievance redressal Drive**- While individual grievances keep coming in, especially on pension matters as well as on other matters which are handled by the respective sanction and payment authorities or by the respective PCDA/ CDA including even the HQrs Office, there is no centralised platform for DAD pensioners to approach and seek redressal of the grievances either on pension or on other matters. Even during the Raksha Pension Samadhan Aayojan held majorly by PCDA (Pension), the focus remains largely on Defence pensioners and only a handful of DAD pensioners approach these Raksha Pension Samadhan Aayojan for redressal of their pension related grievances.

While no major or common grievance is reported from the DAD pensioners or ex-DAD employees, due to introduction of SPARSH platform, there may be certain grievances of the DAD pensioners pertaining to various aspects of pension and even pay which need to be resolved in a time bound manner to ensure that all DAD pensioners continue to get their pensions and dues timely and correctly. Hence, there is a **need to launch a Campaign** to reach out to the DAD pensioners through DAD network of offices, seek their grievances and then redress them in a time bound manner both on pension and on other matters. This will go a long way in not only helping out the ex-DAD employees to settle their grievances but will also comfort them with a sense of satisfaction that they continue to be part of the larger DAD family.

III. **Methodology for conducting the Drive** - Accordingly, the following methodology is proposed to be adopted for reaching out to the ex-DAD pensioners for redressal of their grievances :

- i A campaign is proposed to be launched in the month of August and Sep' 2024 with a view to reaching out to the DAD pensioners settled in various parts of the country through the DAD Offices in different stations through website, through social media and through other means including putting up banners at DAD Offices, CGHS dispensaries, CSD canteens and other such spots which are frequented by the DAD employees.
- ii For this purpose, a **Banner** is proposed to be designed for putting up on the CGDA website, websites of field offices, notice boards of field offices, SPARSH Centers and other places which see good turn out of ex-DAD pensioners.

- iii The ex-DAD employees/ ex-Pensioners will be invited to submit the application in a pre-designed format to the nearest local office who will transmit the same to the concerned field office – for pension grievance to PCDA(Pension) and for other grievances to the respective PCDA/CDA or to the HQrs office.
- iv On receipt of these applications, the PCDA (Pension), Field Controllers/ HQrs Office will take necessary action to examine the applications, take action as may be due and to revert back to the pensioners directly through post/ email with a copy to the local office from where the application had emanated.
- v Wherever the settlement of the case leads to issue of financial benefits, the cheque/payment authority towards the same can be given by the senior most IDAS officer at the station to the recipient. Financial benefits of larger values can be handed over to the beneficiaries centrally at the HQrs office in the presence of senior dignitaries where either the beneficiaries can be called in person if available in the station or nearby or can join through VC. **Financial benefits of large sums may be handed over during DAD Day, 2024.**
- vi A Nodal Officer for this purpose will be set up in each PCDA/ CDA office for follow-up action on the grievances and to monitor their settlement including sending a comprehensive reply to the applicant. A Nodal Cell will be opened under the Nodal Officer to monitor the progress of incoming applications and their settlement.
- vii The CDA/PCDA will be required to work out a weekly report on the number of cases received, settled and outstanding to the HQrs Office in Pension Wing for which Dy. CGDA (Pension) will be nominated as overall Nodal Officer for leading this Drive/ Campaign.
- viii A cut-off date will be given for the purpose of seeking applications are by 15<sup>th</sup> September and the entire exercise would be completed by 15<sup>th</sup> October 2024 including settlement of the grievances, release of financial benefits or comprehensive replies to the DAD pensioners.
- ix A uniform Banner would be prepared requesting for seeking applications from ex-DAD employees duly bringing out the mode through which the applications can be made and the cut off date by which the applications would be invited. The format for the application will be made available on the CGDA website and the websites of the PCDA/ CDA and also will be available at the local DAD Office in the station where the ex-DAD employees can visit and fill up the application for further necessary action.

- x The list of DAD Office including the address of the offices, telephone numbers, etc. can be provided as Annexure to the banner/notice in the website of the Department as also on the Notice Boards.
- xi The email address of the CGDA email as well as emails of the PCDA/ CDA would be duly indicated and conveyed to the Field Offices to enable them to forward these applications through mail and by post to the concerned offices for further necessary action.
- xii Note:- Grievance is to be initiated through SPARSH Portal. SSC/CSC/Nodal officer may help the pensioners in this regard.

IV. Offices/ agencies to be involved - The following offices/ agencies are proposed to be involved in the said Campaign :

- i CGDA HQrs- Pension and Admin Wing
- ii PCDA/ CDA Offices
- iii Area Accounts Offices
- iv Pay Accounts Offices
- v LAO Offices
- vi AOGE Offices
- vii AAO BSO Offices
- viii SPARSH Centers
- ix Any other DAD Office in any of the stations

Apart from the above, the following agencies are also proposed to be roped in for display of banner and outreach campaign :

- i CSD Canteens
- ii CGHS Centers
- iii ECHS Centers
- iv Collectorate Offices
- v Other public places

V. Mechanism for redressal of greivances -

The following mechanism would be adopted for redressal of grievances :

- i Receipt of applications from the ex-DAD employees/ pensioners at local offices physically or through mail.

- ii Acknowledgment by the local offices or through mail of receipt of application.
- iii Examination and segregation of applications by local offices, nature wise and office wise.
- iv Forwarding of applications to concerned PCDA/ CDA or to HQrs Office for action at their end. Pension grievances can be submitted in SPARSH Portal at the field offices.
- v Examination of applications/ request by the concerned PCDA/ CDA and HQrs Office of those received through field offices or through mail.
- vi Seeking approval for any further financial benefit if so required by the Competent Authority.
- vii Release of financial benefits through cheque/ payment authority by the senior most IDAS Officer in station or centrally by the HQrs Office for high value amounts.
- viii In cases of non-financial benefits, comprehensive reply to be sent to the pensioner through mail and hard copy.
- ix Nodal Officers in PCDA/ CDA Office and HQrs to closely follow-up and monitor the settlement of grievances.
- x Weekly Report to be submitted to the HQrs Office by the PCDA/ CDA after collating the details from Field Offices.
- xi End of Campaign by settling grievances received during the period.

VI. Logistic support – The Logistic support which will be required at the level of PCDA/CDA and HQrs Office would be as follows :

- i Format of Banner to be conveyed to the Field Offices for printing and for putting up at appropriate places including on website and social media.
- ii Setting up of Nodal Cells in Field Offices including in sub-offices in the field to be manned by one staff member (sub-office) and one officer who would coordinate activities at the ground level.
- iii Logistic support in terms of telephone line, office equipment, computer, net connection, WAN to be provided by PCDA/CDA Offices and also by HQrs Office.



- iv Budgetary support to be met from within the existing allocations of the PCDA/CDA - additional funds for the purpose can be sought from the HQrs Office.
- v Creating adequate room/ space for visiting ex-DAD employees in Field Offices with a visitors area, sitting area and arrangements for water, tea etc. to be made by the respective sub-offices, PCDA/ CDA Offices as also by HQrs.
- vi PCDA/ CDA Offices will provide other logistic support for engaging with the local authorities like CGHS dispensaries, ECHS Centers, CSD Canteens and others for publicity of the Campaign.

VII. **Nodal Officers** – Nodal Officers to be nominated for monitoring the Drive/ Campaign as per following details :

- i Dy. CGDA (Pension) – Nodal Officer at HQ level
- ii GO Admin in main Office of PCDA/CDA – Nodal Officer/ or as nominated by PCDA/CDA.
- iii Officer in-charge, Area Accounts Officer – Nodal Officer at Area Accounts Office
- iv LAOs as Nodal Officers in LAO Offices
- v Officer in-charge of SPARSH Centers as Nodal Officers in the area
- vi Officer in-charge, Pay Accounts Office as Nodal Officer
- vii Nodal Officers for other sub-offices to be decided by CDA/ PCDA

It would be ensured that only one Nodal Officer – the senior most IDAS Officer/SAO in Section would be appointed as the Nodal Officer for the station amongst all other offices like Area Accounts Office, PAO, LAO, etc.

VIII. **Management Board to conduct the Drive -**

Addl. CGDA (Pension)

Jt. CGDA (Pension)

Dy. CGDA (Pension)

Sr. ACGDA (Admin)- For other than pension grievances.

The above management board will also act as appellate authority.

IX. **Monitoring Mechanism** :- The following monitoring mechanism is proposed to be put in place for ensuring timely and comprehensive settlement of grievances :

- i The sub-offices/ main offices of PCDA/CDA will compile weekly details of grievances received, resolved on spot/ forwarded and pending for action.

- ii The Weekly Reports will be seen at the level of PCDA/ CDA in the main offices and action will be taken for resolution of the grievances at the top most level.
- iii A Weekly Progress Report (WPR) will be sent by each PCDA/ CDA to the HQrs office collating the details of the main office and the sub-offices in terms of grievances received, redressed and pending.
- iv The Nodal Officer – Dy. CGDA (Pension) in HQrs Office will collate and compile details so received PCDA and CDA wise and analyse the number of grievances received, disposed and pending including other than pension.
- v The Weekly Progress Report on grievances as collated from details from field offices and those directly received in HQrs Office will be compiled and submitted to the CGDA through the Management Board as in point VIII above.
- vi As a follow-up action, the pending grievances will be vigorously pursued with the concerned PCDA/CDA for resolution in a time bound manner.

The details of pension and other grievances received and disposed off can also be shown on the CGDA website as part of the Campaign/ Drive for the information of all.

X. **Time lines – schedule** – The Time lines of the campaign are proposed as follows :

Date	Action
5 <sup>th</sup> August' 2024	Issue of <u>notification for the Campaign</u> including release of Banner to be posted on website, social media and at DAD offices on the notice board.
5 <sup>th</sup> August, 2024 to 20 <sup>th</sup> August, 2024	Submission of applications by ex-DAD employees/ pensioners to the local DAD Office/ Main Offices/ HQrs Office through mail/ hard copy.
5 <sup>th</sup> August, 2024 to 20 <sup>th</sup> August' 2024	Wide publicity of the Campaign through website, social media, notice boards in DAD Offices, at CGHS Centers, at CSD canteens, at other important places being visited by ex-DAD employees. Word of mouth publicity to be also carried out by staff and officers in the Department through their contacts and their associates for reaching out to the maximum number of ex-DAD employees/ pensioners.

5 <sup>th</sup> August, 2024 to 15 <sup>th</sup> September, 2024	<p>Forwarding of application received in local offices to the concerned PCDA/CDA for action at their end including the HQrs Office through post/ mail as the case may be.</p> <p>During this period, the concerned PCDA/CDA and HQrs Office would examine the grievances and take action for settlement of the grievances including working out financial implications to be released to the beneficiaries.</p>
6 <sup>th</sup> September, 2024 to 12 <sup>th</sup> Sept, 2024	<p>Issue of cheque/ payment authorities to beneficiaries by senior most IDAS Officer in station or centrally at Main Offices of PCDA/ CDA and HQrs Office.</p> <p>Issue of replies to the pensioners with regard to the grievances in a comprehensive manner to settle the applications.</p>
Upto 15th Sept, 2024	<p>Finalisation of all grievances including payment and settlement.</p> <p>End of Campaign and drawing conclusions from the Drive.</p>
16th Sept, 2024	<p>Issue of a Thanks giving letter to all pensioners who participated in the Drive as well as to all DAD Offices who took part in the Campaign.</p>
1 <sup>st</sup> October, 2024	<p>Handing over cheques of financial benefit on DAD Day, 2024</p>

\*\*\*\*\*

**FORMAT OF BANNER/NOTICE**

रक्षा मंत्रालय  
Ministry of Defence  
भारत सरकार  
Government of India

रक्षा लेखा विभाग के पेंशनरो के शिकायत निवारण हेतु विशेष अभियान  
SPECIAL CAMPAIGN FOR THE REDRESSAL OF GRIEVANCES OF  
DEFENCE ACCOUNTS DEPARTMENT (DAD PENSIONERS)

दिनांक - 05 अगस्त 2024 से 15 सितंबर 2024  
Dated - 05<sup>th</sup> August to 15<sup>th</sup> September 2024

- आवेदन का माध्यम\*: ई-मेल द्वारा <क्षेत्रीय नियन्त्रक के पते पर ई-मेल के माध्यम से >  
अथवा  
आवेदन पत्र नज़दीकी रक्षा लेखा विभाग कार्यालय में दिया जा सकता है।
  - Mode of submission of application\* : Through e-mail at <email address of field controller>  
or  
Physical application can be submitted to nearest DAD office.
  - आवेदन का प्रारूप: वेबसाइट में उपलब्ध <URL> क्षेत्रीय नियन्त्रक कार्यालय (रनिंग बैंड में दर्शाया जाएगा)> और रक्षा लेखा कार्यालय (वेबसाइट पर सूचीबद्ध)
  - Application format: Available on website <URL> of O/o Field Controller (to be hosted in running band)> and at DAD offices, listed on website<URL> of O/o Field Controller (to be hosted in running band)>
  - आवेदन जमा करने की अंतिम तिथि : 20 अगस्त 2024
  - Last date for submission of application: 20<sup>th</sup> August 2024
- \* प्रस्तुति के केवल एक ही तरीके (ईमेल या भौतिक) का उपयोग किया जा सकता है।  
\* Only one of the mode of submission (email or physical) may be used.

\*\*\*\*\*

## Application Format

रक्षा लेखा विभाग के पेंशनरो के शिकायत निवारण हेतु विशेष अभियान  
Special Campaign for Resolutions of DAD Pensioners' Grievances

क्र. स. Sr. No.	विषय /SUBJECT	पेंशनर द्वारा भरा जाए /DETAILS TO BE FILLED IN BY THE INDIVIDUAL PENSIONER
1	(I) पेंशन /परिवारिक पेंशनर का नाम Name of The Pensioner/Family Pensioner (पारिवारिक पेंशनर की स्थिति में मूल पेंशनर से संबंध)	
	(II) मृत्यु की तिथि/Date of death (In case of Family Pensioner)	
	(III) जी.पी.एफ./प्रान न. GPF/ PRAN No.	
	(IV) पी.पी.ओ. संख्या(यदि पी.पी.ओ. उपलब्ध हो तो उसकी प्रति संलग्न करें) PPO No. (If available Photostat Copy of PPOs may be enclosed)	
2	(I) मुख्यालय एवं कार्यालय का नाम जहां से सेवानुत्त हुए Name of Organization & office where served last	
	(II) सेवामुक्ति की तिथि/ Date of Retirement	
3	(I) पेंशन भुगतान एजेंसी का नाम एवं पता/Name of PDA with address	
	(II) बैंक खाता संख्या / Bank Account no.	
4	पेंशनर का पत्राचार का पता पिन सहित एवं मोबाइल न./ई-मेल आई डी Postal address of the pensioner with PIN with mobile No., E-mail ID	
5	संक्षेप में शिकायत का विवरण (आवश्यक दस्तावेज संलग्न करें) / Attached necessary documents	
6	क्या आवेदक ने इस मामले से पहले कार्यालय में सम्पर्क किया है whether applicant has contacted to the office earlier	हां / ना
7	आवेदक का हस्ताक्षर दिनांक सहित Date & Signature of the applicant	

Note: Grievance is to be initiated through SPARSH Portal. SPARSH service center/common service center/ nodal offices may help the pensioner.

## केवल कार्यालय प्रयोग हेतु/For Official use only

अधिकारी की टिप्पणी/Remark of Officer		
निस्तारित Settle	गैर निस्तारित Unsettle	
यदि मामला निस्तारित नहीं हुआ है तो कार्यालय/अनुभाग/If case not settle please mention Office/section		
अधिकारी का पूरा नाम एवं तिथि/Name of officer with signature and date		