

GOVERNMENT OF NCT OF DELHI
PRINCIPAL ACCOUNTS OFFICE
(TECHNICAL-1 BRANCH)
A-BLOCK, I.P. ESTATE, VIKAS BHAWAN, NEW DELHI-110002

No. F.14(04)/2018/T-I/Pr. AO/ 921-948

Dated: 14/08/2020

CIRCULAR

Pensioners/Sr. Citizen Pensioners frequently visits Pay & Account Offices with regard to pensionary anomalies/other grievances arising due to various reasons. Whereas, it has come to the notice that, grievances/complaints received from the pensioners and not being dealt with due diligence by some Pay & Account Offices.

In this regard, all Pay & Account officers are directed to give considerate and patient hearing to all such cases which come into their notice. All necessary steps should be taken in order to redress the grievance of the pensioners compassionately, including taking up the matter with the concerned Head of Office of the respective department of the aggrieved, as deemed fit.

Also, holistic approach should be observed while dealing with the complaints /grievances in respect of Sr. Citizens/differently-abled pensioners.

All respective Pay and Accounts Officers are directed to ensure strict adherence to these instructions.



(K.V. Babu)
Dy. Controller of Accounts (Tech.)

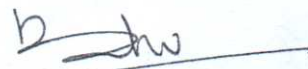
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Copy for information & necessary action to the following:-

1. Dy. Controller of Accounts (Admn.), Pr. AO, A-Block, Vikas Bhawan.
2. Dy. Controller of Accounts (Pension), Pr. AO, A-Block Vikas Bhawan.
3. All Pay & Accounts Officers.
4. ☒ Computer Cell, Pr. AO, A-Block Vikas Bhawan with the request to upload the same on the website.

263/EDP
17/8/2020



Dy. Controller of Accounts (Tech.)