

**GOVERNMENT OF NCT OF DELHI**  
**DIRECTORATE OF AUDIT**  
(Administration Branch)

4<sup>th</sup> Level, C-Wing  
Delhi Sectt.  
New Delhi

No. F. 7(10)/DOA/2008/dcaaudit/

Dated:

To

The Dy. Director (AR),  
Administrative Reforms Department,  
7<sup>th</sup> Level, C-Wing, Delhi Sectt.  
New Delhi.

**Sub.: Guidelines to fix timeline for redressal of Pensioners' grievances received through Govt. of India online portal (CPGRAMS).**

Sir,

With reference to your letter No. F.11(22)/2012/AR/3344-3503/c dated 28.03.2013 on the subject cited above, it is hereby informed that it has been reported by the Nodal Officer(Website) of this department that the Department User Id and Password to open online portal (CPGRAMS) are not working presently.

It is therefore, requested that alternative 'User Id and password' may please be provided to this department so that further necessary action may be taken accordingly.

Yours faithfully,

(KULGEET SINGH)  
DY. CONTROLLER OF ACCOUNTS /H.O.O.  
TEL. NO. 23392281

No. F. 7(10)/DOA/2008/dcaaudit/ 3247-48

Dated: 16-05-13

✓ Copy to the Nodal Officer/AAO(Website), Dte. of Audit with the instructions to remain in contact with A.R. Department for obtaining User Id and Password for the department.

(KULGEET SINGH)  
DY. CONTROLLER OF ACCOUNTS /H.O.O.  
TEL. NO. 23392281