

## **Grievance Redressal Mechanism- regarding**

Message:

Tier I	Army Officer will lodge grievance through the online portal available on the website of the PCDA (O).	Replies to the grievance will be finalized at Sr Accounts Officer Wing Officer level.
Tier 2	If the Officer is not satisfied with the reply to the grievance, he can escalate the grievance and send the grievance on the following email ids duly quoting the reference of the grievance ID of the initial grievance i. Issues pertaining to Ledger Wing <a href="mailto:ledger-pcdaopune@nic.in">ledger-pcdaopune@nic.in</a> ii. Issues pertaining to Transportation Wing – <a href="mailto:tada-pcdaopune@nic.in">tada-pcdaopune@nic.in</a>	Replies to the grievance will be redressed at Jt CDA level.
Tier 3	If the Officer is still not satisfied with the reply furnished, he can file grievance through CPGRAM mentioning IDs of earlier grievance.	Replies to the grievance will be finalized at PCDA level.

Wing Officer (Tech)