

F. No. PAO(HQ) CBIC - Pension / 2022-23
Office of the Principal Chief Controller of Accounts
Central Board of Indirect Taxes & Customs,
1st Floor, 'B' Wing, DGACR Building,
New Delhi - 110 002

Date: 04.07.2022

Circular

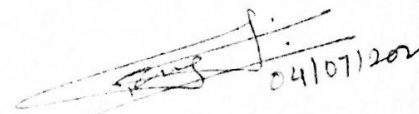
Subject: Resolution of the grievances of the Pensioner/Family Pensioner in a courteous manner.

Complaints have been received that aggrieved pensioner's/family pensioners are not treated properly, they are kept waiting and sometimes necessary courtesy has not been extended to them when they visited PAOs for guidance and resolution of their pending cases. It is a common practice for an aggrieved pensioner or family pensioner to visit concerned PAO to get the resolution for the pending problems. In many cases pensioners or family pensioners are unaware about the rules, documentation and procedural aspects of the process. Therefore, it becomes of vital importance to direct the aggrieved party correctly and in a proper manner in order to achieve the objectives of citizen-centric governance.

In the light of such complaints, it is advised that PAOs and the officials should assist the pensioner/ family pensioner in every manner. All the necessary courtesy should invariably be extended to them and they should be guided in polite and pleasant manner. Exact status of their pension cases may also be conveyed to them.

Zonal heads and PAOs are advised to take cognizance of the matter and issue necessary directions to the staff working under them to be courteous, polite and sensitive to the pensioners and any other officials visiting their offices.

This issues with approval of the competent authority.


04/07/2022

(Rushikesh Kodgi)

Dy. Controller of Accounts

To,

1. All Zonal Heads (NZ/WZ/SZ/EZ)
2. All PAOs (CBIC)

Copy to:

1. Sr. PS to Pr. CCA, CBIC
2. PS to CCA, CBIC

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