



रक्षा लेखा प्रधान नियंत्रक (उ.क.) नरवाल पेन सतवारी जम्मू.180003  
Office of The Principal Controller Of Defence Accounts (NC)  
Narwal Pain, Satwari, Jammu Cantt.-180003 FAX:- 0191-2435068  
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No. AN/II/Grievances/DAD-NC

Dated: 03.01.2019

To

Col Deepak Kumar  
FP Branch  
HQ NC  
C/O 56 APO

Subject: Redressal of complaints of vendors regarding delay in payment of bills etc.

This office is responsible for making payment of supplies and services rendered to Army units and formations under HQ NC by third parties/vendors. These payments are released after carrying out pre audit of the bills/invoices of the vendors received from the concerned units/formations along with requisite documents.

Of late it has been observed that there is a growing tendency among vendors to approach the **concerned officials** of the payment section **directly / indirectly** for enquiring about status of their bills. They are even making complaints regarding status of their payments to this office without intimating full particulars of their cases which the concerned sections/authorities often find difficult to properly address and promptly act upon their query for want of requisite information like particulars of the unit to which the vendor has made supplies/rendered service, letter number and date of the concerned unit under which bills of the vendor sent to this office stating the amount of the bill.

The action on part of the vendors without adopting the correct procedure and bringing it first to the notice of concerned unit is not appreciated. They should raise the matter / grievance first with the unit and in case their complaint still persists, they may bring it to notice of **Grievance Officer** of this office, the details of which are available on our website **pcdanc.nic.in** and reiterated below:

Name of the Grievance Officer	Official address and contact details
Shri Des Raj, IDAS DCDA	PCDA (NC), Narwal Pain, Satwari Jammu-180003 Phone No. 0191-2435439 Extn 105 Mob No 9419802147

It may be reiterated that we have already set in place an effective grievance redressal mechanism for every type of complaint and each and every complaint/grievance is promptly addressed.

Hence, it is requested that the units under your administrative control may be advised to sensitize the vendors working in their area about the procedure. Direct interaction of vendors with the officials of the payment sections should be strictly discouraged as it disrupts the smooth functioning of the office. The units may send their queries to the Grievance Officer/ Vigilance Officer at the e-mail id [adminiipcdanc.dad@hub.nic.in](mailto:adminiipcdanc.dad@hub.nic.in) in the proforma appended below.

  
(R K Gupta) IDAS  
Asstt Controller (AN)

Copy to:  
✓ IT&S Cell:  
(Local)

For uploading on website.

PROFORMA

S No	Name of unit	Nature of query	Name of vendor	Vendor's invoice/bill No	Amount of bill	Unit's Contingent Bill No. and date	Letter No. & date under which sent