

Attending to Public Complaints

A unit in the OCAG was established in 1997 with a view to attending to the complaints relating to personal claims and other irregularities committed by different offices under OCAG. This unit generally receives complaints on problems of pay fixation, pension, provident fund and service conditions etc. As everybody has a direct approach to this cell, sometimes baseless and irrelevant complaints are also lodged to it. The unit, however, acts upon the genuine complaints in no time. Since inception of this cell, 453 complaints have been received, 252 have been disposed off and 201 are awaiting disposal.

