

Government of India
Ministry of Home Affairs
Central Office, Central Police Canteen
Block-1, CGO Complex, Lodhi Road, New Delhi
(Tele No. 24362550(Fax) 2436557(o) E mail centraloffice-cpc@nic.in)

No.Hd clk/CAC/CPC/2016/

Dated,

May'2016

To

The DIG(Adm) Dte . Genl. BSF, Block No.10, CGO Complex, Lodhi Road, New Delhi -03	The DIG(Welfare) Dte. Genl. CRPF, Block No.01, CGO Complex, Lodhi Road, New Delhi-03
The DIG(Adm), Dte. Genl. ITBP, Block No.02, CGO Complex, Lodhi Road, New Denlhi-03	The DIG(Adm), Dte. Genl. SSB, East Block-V, R.K.Puram, New Delhi-66
The DIG(Welfare,) Dte. Genl. CISF, Block No.13, CGO Complex, Lodhi Road, New Delhi-03	

SUBJECT:- **CAC MEETING DATED 04/05/2016-COMPLIANCE THEREOF**

Please refer to this office Hd Clk/CAC/CPC/2016/1893 dated 10 May'16 vide which this office sent the Minutes of the CAC meeting held on 04/05/2016 under the Chairmanship of Shri K Durga Prasad, IPS, DG, CRPF.

2. As per para (g) of Additional Points of ibid CAC Meeting, it is emphasized that there should be a provision **to receive complaint** regarding **inferior quality, variation in rates of CPC products** in CPC Website , so that timely action can be taken.

...2/-

3. In order to mitigate the problems being faced by the beneficiaries/clientele , any complaint regarding inferior quality, variation in rates of CPC products or any such type of grievance , the consumers are requested to put forth the same through CPC e-mail ID i.e. centraloffice-cpc@nic.in, which will be immediately looked into on priority basis and their justifiable grievances will be redressed at this end.

4. It is therefore, requested that all beneficiaries/consumers under your able command may please be directed to use CPC E-mail ID for redressal of their grievances and to improve the CPC system.

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No. HD/clk/CPC Website/2012/-16/- 30)

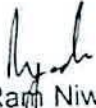
Dated 15 Jan 2016

OFFICE ORDER

In partial modification to this office order No. HD/clk/Website/CPC/2013/2264 dated 20.11.2013 regarding constitute of Grievance Redressal Cell at the Central Office, CPC. The name of serial No. 1 and 2 of ibid order in place of Shri sanjeev Dhundia, DIG/CEO-Cum, GM and Shri Om Parkash, Comdt/Dy GM may be read as under as these officer have already been relieved from CPC :-

1. Shri Ram Niwas Yadav, DIG/CEO-Cum-GM, CPC
2. Shri Rajiva Ranjan Sharma, Commandant/Dy GM, CPC

Other contents of the said order will remain unchanged.


(Ram Niwas Yadav)
DIG/CEO-Cum-GM, CPC

Distribution

1. Officers Concerned
2. Dy Commandant(IT), CPC- for publication CPC website
3. PA to DIG
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