

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E), WEST BENGAL
TREASURY BUILDINGS ; KOLKATA – 700001

No. Pen.Co-ordn./75 Vol.IX/96 Vol II/24

Date : 31/05/2021

Subject : Pension Payment for West Bengal State pensioners and other Government pensioners from the counter of the office of the Pr. Accountant General (A&E), West Bengal during the period of closure of the office in the month of June, 2021 – Online Using Seva patra

Pursuant to the order issued by the Government of West Bengal under No. 707-ISS/2M-22/2020 dated 29/05/2021 for extension of the restrictions imposed in their earlier Order No 647-ISS/2M-22/2020 dated 15/05/2021 regarding closure of the offices, the Pension Payment counter of this office will remain closed until further orders. It is also to intimate that this office has already taken this up with the State Government and response is awaited.

In view of above, this office has devised the following Online arrangement to collect the Bill Forms from the beneficiaries concerned on temporary basis during this period.

Pensioners/family pensioners who receive their monthly pension through NEFT mode (ie, in whose favour individual cheque is not issued) may submit scanned image of their bill form (issued to them in the earlier month/s) duly filled in and signed with current date at the designated place in a single pdf/jpg/png format only through the AG website at <https://cag.gov.in/ae/west-bengal/en>. They may go to the webpage '**Seva Patra (online)**' (<https://cag.gov.in/ae/west-bengal/en/page-ae-west-bengal-pension-seva-patra>) under 'Pensioners corner' under 'Pension' menu of the website and upload the aforesaid single scanned image of the pension bill form utilising the icon captioned as 'Online submission of pension payment documents.'. They are also required to fill up some related information like Name, PPO Number., mobile number, email id (if any) etc. in the website before submission of the bill form. User Manual in this regard is annexed to this Circular.

On receipt of the pension bill form in aforesaid manner, an endeavour will be taken to scrutinise the claim and credit the pension/family pension amount directly to the bank account of the pensioners/family pensioners as early as possible.

In case of any difficulty in submitting the documents mentioned above and any query in this regard, following officials may be contacted over telephone between 10 AM and 4 PM on working days.

Sl No.	Name	Designation	Contact No.	e-mail ID
1	Kalyan Majumder	Sr. Accounts Officer	9432245365	majumderk.wbl.ae@cag.gov.in
2	Bijay Surin	Assistant Accounts Officer	9007646351	surinb.wbl.ae@cag.gov.in
3	Pritam Majumder	Assistant Accounts Officer (Adhoc)	9007441582	pritammm.wbl.ae@cag.gov.in
4	Pranab Kumar Basu	Sr. Accountant	9477672436	pranabkrb.wbl.ae@cag.gov.in

The Pensioners/family pensioners who will submit their claim following the procedure explained above, are requested to return the hard copies of bill form issued by this office in earlier month/s and lying with them before the pension payment counter of this office as and when the the counter will start functioning as usual. Entries for the monthly pension made as above will be made in the PPO book at a later date. In case of any issue, the concerned pensioner might be contacted on their registered mobile number. All Pensioners are advised to refrain from visiting this office physically either to submit the monthly pension bill form or to receive their monthly pension, till further notice.

All concerned are requested kindly to bear with the trouble being faced in this circumstances and follow the website of this office on regular interval to keep themselves updated regarding any further development.

Sd/-

Deputy Accountant General (Pension)



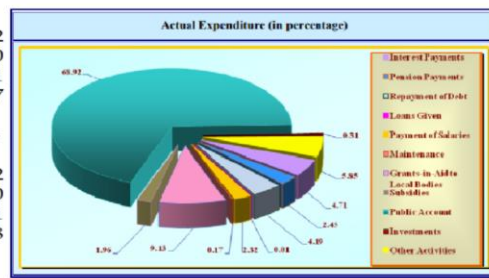
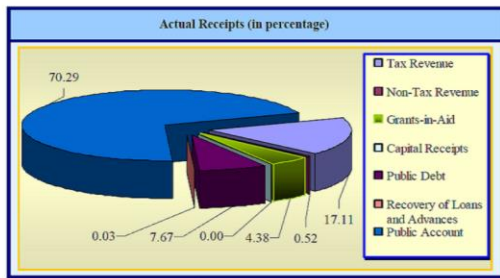
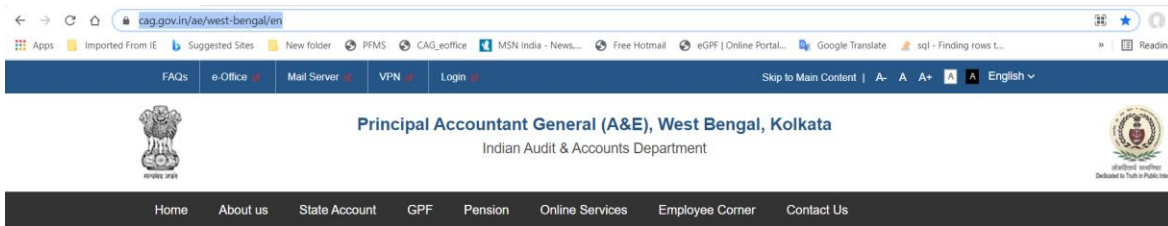
OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E), WEST BENGAL

TREASURY BUILDING, 2, Govt. Place (West), Kolkata - 700001

User Manual on on-line submission of Monthly Pension bill through AG website

1. Open the official website of the O/o the Pr. Accountant General (A&E) West Bengal as below:

<https://cag.gov.in/ae/west-bengal/en>

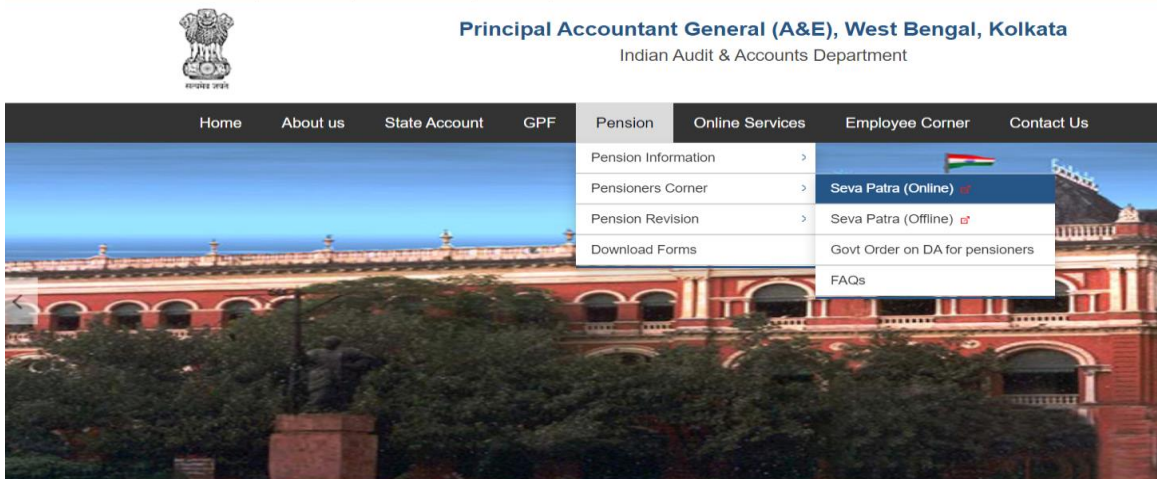
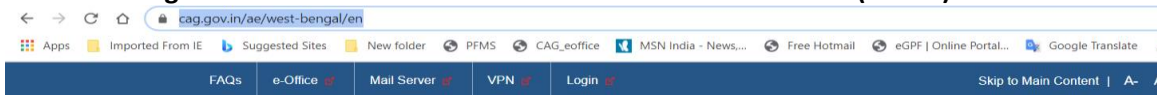


About Us

There are three Principal Accountant's General offices located in Kolkata each having separate work jurisdiction and responsibilities as regards state Accounts



2. Now go to Pension Menu → Pensioners Corner → Seva Patra (online) as shown below:



About Us

3. Now click on Seva Patra (on line) and the following web page will open:

PENSION SEVA PATRA
[ONLINE DROP BOX FOR PENSIONERS]



Pensioners Corner

- > Seva Patra (Online)
- > Seva Patra (Offline)
- > Govt Order on DA for pensioners
- > FAQs

The **Pension Seva Patra** is an online drop box facility introduced by our office to help pensioners keep in touch and share their requests and concerns through online submissions during the pandemic. All pensioners are requested to avoid visits in person and use this online drop box which is checked and replied to daily.

PENSION PAYMENT COUNTER
[ONLINE SUBMISSION OF PENSION PAYMENT DOCUMENT]



4. Now click on the Pension Payment Counter icon as shown below:




5. On clicking on the above icon you will be taken to the Registration page as shown below:

Principal Accountant General (A & E) » Pension » application

OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E) , WEST BENGAL
Treasury Buildings, 2 Government Place (West), Kolkata - 700 001

Submission of Document for Pension Payment

Name (as per PPO) * :	PPO No * :
<input type="text"/>	<input type="text"/>
Mobile No * :	Email :
<input type="text"/>	<input type="text"/>
Pension Year * :	Pension Month * :
-- Select year --	---Select---
Date	Upload signed Document * : (pdf or jpg or png format only.)
31-05-2021	<input type="button" value="Browse"/>



If at any point you get any error message then click on **Advanced** and then click on **'Continue to agwb.cag.gov.in'**

6. In the above screen please fill up your Name (as appearing in the PPO/FPPO), your PPO/FPPO number in full, your mobile number, your email id (optional), the month and year for which pensio is being claimed.

The screenshot shows a web form with the following fields and values:

- Name (as per PPO) * :** Asim Kumar Bhattacharya
- PPO No * :** Pen.VI/CT/123456
- Mobile No * :** 8009034561
- Email :** AKB@gmail.com
- Pension Year * :** 2021
- Pension Month * :** May
- Date:** 31-05-2021
- Upload signed Document * :** (pdf or jpg or png format only) with a **Browse** button.
- Image Verification:** A distorted image with the text "XJ T 3" and a refresh icon, followed by a **Write Image Code** input field.
- Buttons:** A green **RESET** button and a blue **SUBMIT** button.

7. Thereafter upload the image of the monthly pension bill as received from PPA section after affixing your signature and current date by clicking on the **Browse** button. The entire 4 page bill should be in one single image file in either .pdf, .jpg or .png format only. Any other format will be not be accepted by the system. Pensioners may use any available scanner software viz. Camscanner, Docscanner or any other document scanner software/App to scan the 4 page monthly pension bill into a single image document for upload.

The screenshot shows a Windows File Explorer window titled "Open" with the following details:

- Path:** This PC > Downloads >
- File List:**

Name	Date modified	Type	Size
Document 19	28-05-2021 12:32	Adobe Acrobat D...	
Flame Test Hydrogen	28-05-2021 12:54	MP4 File	2,4
JumpshareInstaller	26-05-2021 14:30	Application	33,2
bdcamsetup	26-05-2021 12:19	Application	21,8
electrochemistryclass12-180412053250-c...	26-05-2021 11:33	Microsoft Office P...	7,0
GPF-MINUS-BALANCE-060a736dd78759...	25-05-2021 20:52	Adobe Acrobat D...	1
Pension_bill_may	25-05-2021 20:33	Adobe Acrobat D...	
Email-covid-list	25-05-2021 20:24	Adobe Acrobat D...	
email_hqtrs-covid-list	25-05-2021 20:24	Adobe Acrobat D...	
List of Covid Affected	25-05-2021 20:07	Microsoft Office ...	
Forwarding	25-05-2021 20:05	Microsoft Office ...	
electrochemistry12-151027130043-lva1-...	24-05-2021 22:17	Adobe Acrobat D...	5,2
- File name:** Pension_bill_may
- Buttons:** **Open** and **Cancel**.

The background shows the same web form as in the previous screenshot, with the **Browse** button highlighted.

NOTE: fields like Name, PPO No., Mobile No., Pension Year, Pension Month, Upload signed document are mandatory and should be filled up for submission. Email id is optional and may be or may not be filled up.

8. After completion of the above process you have to input the image code exactly as appearing in the Captcha field and then click on the SUBMIT button to upload the pension bill along with your details for further processing by the PPA section.

The screenshot shows a web form for pension application. It includes the following fields and elements:

- Name (as per PPO) * :** Text input field containing "Asim Kumar Bhattacharya".
- PPO No * :** Text input field containing "Pen.VI/CT/123456".
- Mobile No * :** Text input field containing "8009034561".
- Email :** Text input field containing "AKB@gmail.com".
- Pension Year * :** Dropdown menu with "2021" selected.
- Pension Month * :** Dropdown menu with "May" selected.
- Date** (input field): "31-05-2021".
- Upload signed Document * :** Section with instructions "(pdf or jpg or png format only.)", a "Browse" button, and a filename "Pension_bill_may.pdf".
- Captcha:** A grid of characters "XJTT3" with a refresh button.
- Buttons:** A green "RESET" button and a blue "SUBMIT" button.

9. If the document and data has been successfully uploaded then you will get a successful message as below:

The screenshot shows the confirmation page for the pension application. It features the following elements:

- Header:** Logo of India, "Principal Accountant General (A&E), West Bengal, Kolkata", and "Indian Audit and Accounts Department".
- Navigation:** "HOME" link.
- Breadcrumbs:** "Principal Accountant General (A & E) » Pension » application".
- Message:** A green box with the text "Application submitted successfully ." circled in black.
- Footer:** "OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E) , WEST BENGAL", "Treasury Buildings, 2 Government Place (West), Kolkata - 700 001", and "Submission of Document for Pension Payment".
