

इंट्रानेट एवं प्रधान महालेखाकार (ले0 एवं हक0) के वैबसाइट पर ऑनलाइन शिकायत के सूचना का प्रारूप

सभी गणमान्य पेंशनरों से अनुरोध है कि वे अपने पेंशनादि से संबन्धित दावा के निष्पादन हेतु ऑनलाइन आवेदन इस कार्यालय के शिकायत कोषांग के वैबसाइट पर उपलब्ध मेल pengrievance1.bih.ae@cag.gov.in पर दिये गए बिहित प्रपत्र में पूर्ण विवरणी भरकर एवं दावे के समर्थन में आवश्यकतानुसार संलग्नक के साथ प्रस्तुत कर सकते हैं। पूर्ण विवरणी उपलब्ध रहने पर दावों की वर्तमान स्थिति से 3(तीन) कार्य दिवस में आपको मेल के माध्यम से अवगत करा दिया जाएगा ।

Format of online complaint notice on intranet and on the website of Principal Accountant General (A&E)

All the dignified pensioners are requested to submit the online application for the execution of the grievances related to their pension etc. on the given address on the website pengrievance1.bih.ae@cag.gov.in and of the grievance cell of this office in the **prescribed form** along with complete details and attachments as required in support of the grievance. The current status of the grievance will be intimated within 3 (three) working days if the detailed filled is complete in all respect.

प्रोफॉर्मा (Proforma)

1. आवेदक का नाम (Name of applicant) : -
2. पी0पी0ओ0 संख्या (P.P.O No.) : -
3. ई0-मेल (E-mail):-
4. दूरभाष संख्या (Mobile No.):--
5. आवेदक यदि सरकारी कर्मचारी नहीं है तो उस सरकारी सेवक का नाम जिसके संबंध में जानकारी प्राप्त करनी है (If the applicant is not a Government servant, then the name of the Government servant in respect of whom information is to be obtained):-
6. आवेदक का सरकारी सेवक से संबंध (Applicant relation with the Govt. servant):-
7. आवेदक का शिकायत (दावा स्पष्ट होना चाहिए) (Grievance of applicant)
(Grievance has to be clear & specific):-

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8. शिकायत के समर्थन में यदि कोई प्रपत्र हो तो उसकी विवरणी अंकित की जाए। यथा विभागीय पत्रांक एवं दिनांक या स्वयं का पत्रांक एवं दिनांक जिस तिथि को इस कार्यालय में पत्र प्रेषित किया गया या प्राप्त कराया गया। (If you have any supporting papers regarding the grievance, please indicate it. For example-Department letter no. & date or self letter no. & date which had been sent/receipt to this office):-

(आवेदक का हस्ताक्षर)

(Signature of applicant with date)

सहायता कोषांग द्वारा भरा जाएगा (To be filled by Grievance Cell)

Grievance Number :- Number/Date

पेंशन अनुभाग (Pension Section):-

क्रम संख्या (Serial No.) : -

दिनांक (Date) : -

(Signature of Grievance Cell)



प्रधान महालेखाकार (ले० एवं ह०) का कार्यालय, बिहार, पटना
OFFICE OF THE Pr. ACCOUNTANT GENERAL (A&E), BIHAR, PATNA

No.
संख्या :- पेंशन-०१-का०३११०/६४
Date:
दिनांक:- २७.०६.२०२२

कार्यालय आदेश

पेंशन स्कन्ध के समस्त सहायक लेखा अधिकारियों को सूचित किया जाता है कि इस कार्यालय के शिकायत कोषांग को नए रूप में गठित किया गया है जिसमें आपकी सहभागिता अनिवार्य है।

संबन्धित शिकायत कोषांग की मानक संचालन प्रक्रियाएं एवं प्रवाह चित्र इस कार्यालय आदेश के साथ संलग्न कर अग्रतर कार्रवाई हेतु परिचालित की जा रही है।

आई०टी०एस० अनुभाग को निर्देश दिया जाता है कि वे शिकायत कोषांग/रेकॉर्ड अनुभाग में इस कार्य हेतु पदस्थापित कर्मियों के साथ-साथ पेंशन अनुभाग के समस्त सहायक लेखा अधिकारियों को दिनांक २७.०६.२०२२ से ३०.०६.२०२२ तक online/offline e-mail प्रेषण करने हेतु प्रशिक्षित करने का कार्य सम्पन्न करेंगे।

इस आदेश से संबन्धित प्रक्रिया ४ जुलाई २०२२ से प्रभावी होगी।

प्राधिकार - प्रधान महालेखाकार द्वारा संबन्धित संचिका की पृष्ठ संख्या -P/6N दिनांक-27.06.2022

ह./-

उप महालेखाकार(पेंशन)

प्रतिलिपि सूचनार्थ:-

1. प्रधान महालेखाकार (लेखा एवं हकदारी) का सचिवालय।
2. उप महालेखाकार (प्रशासन एवं जी.ई.) का सचिवालय।
3. उप महालेखाकार (कार्य एवं लेखा) का सचिवालय।
4. उप महालेखाकार (पेंशन एवं निधि) का सचिवालय।
5. पेंशन स्कन्ध के सभी वरीय लेखा अधिकारी/ सहायक लेखा अधिकारी ।
6. टेलिग्राम/पेंशन स्कन्ध के व्हाट्सएप ग्रुप में।
7. Sटा मैनेजर /स.ले.अ. आई.टी.एस.

वरीय लेखा अधिकारी/पेंशन-०१

Grievance Cell Management-

All pension sections should give Utmost priority to redressal pensioner grievances.
As ordered, the following directions are being given for management of Pensioner grievances:-

1. Pensioner grievances will be recorded in the proforma attached with this SOP.
2. The grievances could be received in three forms as detailed below
 - Through DAK/Letter
 - Through Email in agaebihar@cag.gov.in/Pension email given below:
 - Through in-person visit of Pensioner at Pension Grievance Cell
3. Grievances received through DAK/Email will be managed by Record section of the office and in-person visits by Pension Grievance cell, as per the procedure prescribed subsequently.
4. Two e-mails for grievance cell have been received in DAG (P) Sectt. by ITS Section as formed by Data Manager/ITS and these emails will be used to communicate the pensioner grievances to the concerned sections(both online and offline).
5. SOP of grievance cell:
 - i. There will be two separate emails for the grievance redressal- one for receipt of online grievances and one for offline re-dressal.

Online-pengrievance1.bih.ae@cag.gov.in

Offline-pengrievance2.bih.ae@cag.gov.in
 - ii. The E-mail address of grievance cell along with format of re-dressal of grievance will be uploaded on AG(A&E) website with direction to the pensioners that grievances may be filled in proforma and sent to A&E office via email as far as possible.
 - iii. The grievance cell (for offline) and the record section (for online/DAK) will keep all official e-mail address of AAO's/pension wing along with their seat intercom and mobile numbers. Further, link officials of the concerned AAOs will also be available with Grievance Cell, so that in case of absence of the Regular AAO of the section, the link AAO will take care of the concerned grievance in Utmost priority.
 - iv. The flow chart of pensioner grievance management has been attached with office order and will be followed as stipulated. Any violations will be seen seriously and necessary action will be taken against erring officials.
 - v. If the re-dressal of grievance would take more time, an interim reply will immediately be given to the grievance holder within the stipulated time period.
 - vi. If any grievance requires action to be taken, the same will be recorded in diary of the Section and Pension-ID from PRC will be taken immediately for the disposal. The grievance will be treated as finally disposed by the section only if the Pen ID is disposed. For monitoring, the section will keep the record in following format:

Date	Grievance Token Number	Received through Online/DAK/ offline visit	Whether Action Required Yes/No	If yes, Pen ID	Date of Disposal of Pen ID
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Further, Section will also submit a monthly report on 2nd of Every month in form:

Month	Section	Number of Grievances Received from during the month	Number of grievances where action is required to be taken	Number of Pension-ID taken	Number of grievances Settled
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- vii. Everyday at 5:00 PM grievance Cell and record section will invariable submit the details of grievances received in cell for offline modes and record section online modes. The report will be sent to email-ID of Pension-1 Section. The pension -1 Section will keep the record of grievance redressal and violations will be immediately brought to notice of DAG(Pension) without any delay. The format of the report is stated below:

Reports of Grievance cell regarding grievances received through Offline mode

Date	Section	Number of grievances received	Number of grievances send to Section via email	Number of replies received from the section within two hours	Number of Replies received from section after two hours	Number of replies not received against grievances
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Report of Record section regarding grievances received through Online mode

Date	Section	Number of grievances received in the email	Number of grievances forwarded to Section via email	Number of replies received from the section	Number of replies not received against grievances
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- viii. No pensioner will be allowed to visit the section. No passes will be issued by the grievance cell. If any pensioner, is not satisfied with the redressal, the pensioner can request for in-person redressal. Such in-person redressal will be allowed only with permission DAG (Pension) through their secretariat. The pass for entry of pensioner will be issued by DAG (Pension Sect). the details of the pensioner will be provided by the Grievance cell to the Sectt via intercom.
- ix. Any case of non-cooperation from the sections should be reported immediately by the Pension Grievance cell or Record cell to the DAG(PEN Sectt).
- x. **ITS section** will train the officials of grievance cell/Record for working procedure provide requisite hardware support to the grievance cell in priority.

Authority:-PAG order:-N/P-06 dated-27.06.2022 in the concerned file


 Sr. Accounts Officer
 Bihar, Patna

Pensioner Grievance Management

Online/DAK

Grievance in the filled proforma will be received in designated email of Record Section or through DAK.

pengrievance1.bih.ae@cag.gov.in

Record Section will make a record in the diary of online grievance/DAK and will send the grievance received in email to concerned section AAO for the reply. Record Section will write the diary number in subject of email while forwarding to the section. For DAK, the grievance will be scanned and send through above email

Record Section will call the section official in their intercom/mobile for the sent grievances.

Within three working days, the concerned section will provide a reply to the record section against the email received in their official

Upon receipt of Email from section, the Record Section will send the reply of section to the pensioner in the same email from where original grievance has been received. With respect to DAK, the reply will be sent to the concerned address of pensioner after giving Outward Number.

After sending of the reply, the grievance will be marked in the register as disposed against the email sent or DAK outward.

Offline

Grievance in the filled proforma will be received from the concerned officials visiting the Grievance cell in office, if complete in all respect.

Grievance cell diarise the proforma and provide the number to the pensioner for future reference.

After diarisation, the proforma along with supporting will be scanned and all the scanned documents will be sent to Section AAO via email (designated for offline grievances).

Pengrievance2.bih.ae@cag.gov.in

The grievance cell will mention the Diary number in email subject and call the official in intercom or mobile. If not available, information will be provided immediately to DAG (pension Sect).

The concerned Section AAO will provide the comments on the grievance Proforma within two hours of receipt of email from Grievance cell.

The comments of section will be sent as a reply to email received from the grievance cell within the stipulated time.

As and when the email is received from section, the same will be provided to the pensioner against token number and will be marked