

**Office of the Principal Accountant General (Audit-I), Madhya Pradesh
Audit Bhawan, Jhansi Road, Gwalior**

Office Order

No. SMU/F-14 Vol-II/2025-26/OIOS/OO-52

Date: 04 August 2025

Subject: Procedure for raising incidents in respect of performance issues of One IAAD One System (OIOS).

Reference: Minutes of meeting on 31 July 2025 in respect of review of progress of work on PA on Construction and Maintenance of Roads and Public Amenities in Municipal Corporations issued vide letter No. PAG Sectt/F-50/STR-618-627 dated 01/08/2025.

The procedure for raising incidents relating to performance issues in OIOS - IAAD is in existence but has not been documented in the form of an office order. This is being done through this Office Order.

1.0 Procedure for raising incidents in OIOS- IAAD:

- 1.1. The issue is required to be raised at the e-mail sainid.del.esm@cag.gov.in (e-mail of Functional Help Desk at Jaipur) with a copy to isndac.mpl.au@cag.gov.in (email id of IS Wing) for stock keeping of the incidents raised. The issue to be supported by video/ screenshot where possible.
- 1.2. A separate e-mail is being created by this office for the purpose of stock keeping of incidents raised by the officials of office of the Principal Accountant General Audit -I Madhya Pradesh Gwalior and would be notified when it is created. (Action for creation of e-mail id by IS Wing)
- 1.3. The official presently on the Functional Help Desk associated with the office of Principal Accountant General Audit -I Madhya Pradesh Gwalior is located at Knowledge and Capacity Building formation of IAAD at Jaipur. His name is Shri Deepak Saini and his mobile number is 97850 92290. Officials are encouraged to get in touch with Sri. Deepak Saini for assistance in case of issues related to performance in OIOS- IAAD.

2.0 Genesis for the Requirement

Minutes of meeting held on 31 July 2025 (attached) wherein the officials attributed the constraints to OIOS-IAAD without any documentation.

3.0 Necessity of raising incident in respect of OIOS-IAAD

During the Principal Accountant General's discussion with the Director IS Wing, Office of the Comptroller and Auditor General of India on 31 July 2025 regarding performance issues related to the OIOS, the Director emphasized the need to formally raise an incident through the designated reporting mechanism in order to initiate the necessary follow-up actions.

Without an official incident raised, the matter cannot be escalated or tracked systematically. Consequently, this would lead to unnecessary delays in addressing the issue and hinder timely resolution.

In view of the above, it is imperative that an incident is raised without further delay to ensure effective monitoring and expeditious redressal of the concern.

The issues will be raised in the prescribed format, as illustrated in the example provided below:

Subject of the Issue	<Slow Speed of OIOS>
Summary of the Issue	<The OIOS module is taking more time in processing than the normal. Due to the issue, the FV is being delayed. As it is to be issued to the department within two days.>
Video / Screenshot of the Issue attached	<Three-minute video attached for reference>
Issue Raised By 1. Name of the official 2. Designation 3. Permanent Number	<ABC> <XYZ> <123456>

(This issues under the instructions of the Principal Accountant General)

-Sd/-
Senior Audit Officer
SMU

No. SMU/F-14 Vol-II/2025-26/OIOS/STR-1131 to 155

Date: 04 August 2025

Copy for information and necessary action to:

- 1) Deputy Accountant General/ Admin & AMG-V
- 2) Deputy Accountant General/AMG-I/ AMG-II/ AMG-III/ AMG-IV
- 3) Sr. Audit Officer/ Report-I/ Report-II
- 4) Secy to Principal Accountant General
- 5) Sr. Audit Officer/ ITA
- 6) Sr. Audit Officer/ Legal & Training
- 7) Sr. Audit Officer/ Vetting all AMGs
- 8) Sr. Audit Officer/ Report all AMGs
- 9) Sr. Audit Officer/ APDAC
- 10) Sr. Audit Officer/ IS Wing for action on para 1.2 and uploading on Internet/Intranet
- 11) Shri Naresh Ahuja, AAO to ensure uploading on Internet/Intranet
- 12) All Sr. Audit Officers/ Assistant Audit Officers
- 13) All Sections
- 14) Guard File


Senior Audit Officers
SMU