

**OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E), WEST BENGAL
TREASURY BUILDINGS : : KOLKATA – 700 001.**

PAGAE-DADM0ADM1(ADMM)/58/2019-ADMN – I/379

Date 04/02/2020

OFFICE ORDER

The undersigned is pleased to introduce a **Suggestion/ Comments/Grievance Box** to facilitate the staff members as well as retired employees of this office for lodging their grievances, suggestions or any comments specifically on service related matters with a view to consider their suggestions/ comments and to expedite the redressal of their respective grievances.

In this connection **one Suggestion/ Comments/Grievance Box** will be placed in Record Computer Cell so that suggestion/comments/representation cum grievance received relating to a particular section of Administration can be forwarded to the concerned section directly to deal with the matter at their end(s).

In view of the above, all concerns are requested to drop their written grievances/ comments/ suggestions, if any, in the box only to avoid unnecessary delay in disposing of their cases.

The box will be placed in a convenient place at Record Computer Cell so that all concerns can have an easy access to it.

Further this office has also facilitated to the serving and retired employees to lodge their complaints/grievances electronically in 'employees' log-in module under the following link **<https://agwb.cag.gov.in>**. Any assistance for this purpose if needed Senior Accounts Officer/I.T. Support Cell may be contacted by the persons concerned.



**(Rahul Kumar)
Deputy Accountant General (Admn.)**

Copy to:

1. Branch Officer/Record is requested to arrange to place the **Suggestion/Comments/Grievance Box** in a convenient place and to arrange to open it at late hours of every working day of this office and after keeping proper record of the same it is to be forwarded to the concerned sections of Administration for further action.
2. Branch Officer/ Admn.I, II & III
3. Assistant Accounts Officer –Admn.I, Admn.II and Admn.III with the instructions that on receipt of any grievances from the concerned serving and retired employee of this office, it should be noted in the **Register of Complaint** and disposed of within a fortnight. The Register of Complaint is to be submitted to the Branch Officer concerned once in a fortnight and to the concerned **Group Officer** on the **first working day** of the subsequent month along with a **summarized** report of that register. Any complaint remaining pending for disposal for **more than three months** should be submitted to the Principal Accountant General on the **7th working day** of **each quarter** with the cases for orders of the Principal Accountant General.



(Asim Pal)

Sr. Accounts Officer/Admn.-I