



सत्यमेव जयते



लोकहितार्थं सत्यनिष्ठा  
Dedicated to Truth in Public Interest

# INITIATIVES FOR BETTER DELIVERY OF SERVICES TO STAKEHOLDERS



OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E)-I,  
MAHARASHTRA

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## From the Principal Accountant General's Desk

Dear Reader,

I am happy to share with you a booklet outlining the various initiatives rolled out by my office to strengthen the public service delivery experience for the Pensioners and GPF subscribers whom we serve.

Under the provisions of the Comptroller and Auditor General of India's (DPC) Act 1971, my office i.e. the Office of the Principal Accountant General (A&E)–I, Maharashtra, compiles the Accounts of the State of Maharashtra and prepares the annual Appropriation Accounts & Finance Accounts. We are also responsible for the Authorization/Finalization of Pension cases in respect of State Government Employees and maintain the GPF Accounts of over one lakh State Government employees within our jurisdiction.

As a token of our regard for the retired Maharashtra State government employees, whose entitlements such as Pension and GPF, we process, we have focused on providing innovative services and initiated several proactive measures to make availability of services easier and more streamlined for the Pensioners and Subscribers, during the difficult time of the pandemic.

The motivation for us to put in this additional effort is primarily humane and service oriented, the aim being to make it easier for pensioners to receive information and to help resolve their problems without their having to make a journey physically to our office.

In order to deliver '**Pension Services at the Doorstep**' and as part of our outreach to facilitate information and services delivery, over the past year we have initiated the Pension Samvaad, Pension/GPF Sewa Patra, Pension Workshops & Adalats, Knowledge Channel Videos, Voicemail Services, Toll Free Telephone Number and a dedicated Helpdesk email, the details of which you will find outlined in this booklet. The booklet is available in the Marathi, English and Hindi languages and may be downloaded from our office website.

Our office website (<https://cag.gov.in/ae/mumbai/en>) is also continuously updated so as to provide information in real time on our outreach initiatives and reforms. As information on our efforts has become more widespread, these initiatives have been appreciated both by our colleagues in the State Government Departments and Pensioners.

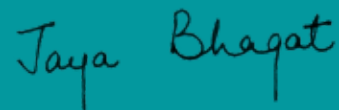
I would particularly like to draw your attention to the Pension Samvaad which helps the pensioners from the comfort of their homes to meet our officials one-on-one over a video call facility. We have also opened dedicated toll-free lines and a voice mail service to provide assistance to pensioners.

We have also restarted the Pension Adalats cum Workshops, which had been paused due to the Covid-19 pandemic related public health restrictions. These in-person engagements are being held at various treasuries and for various State Government departments so as to assist and inform the DDOs and interact with pensioners and resolve their problems.

I am thankful to the State Government Officials, the Directorate of Accounts & Treasuries and Treasury Officers who have continuously supported our efforts and helped in the necessary coordination required to create awareness about and deliver on our outreach initiatives.

I would welcome your feedback and suggestions on how best to further strengthen our service delivery on Pension and GPF matters.

*With warm regards,*



*(JAYA BHAGAT)*

*Principal Accountant General*



## Online Pension and GPF Samvaad

Since March 2022, our office has started an online discussion forum named “**Pension Samvaad**”. This is an online dialogue initiative, "Pension at your Doorstep", whereby the Pensioners and GPF Subscribers’ issues of concern can find a solution or redressal in the comfort of their homes.

The Samvaads are held in an online mode through Whatsapp/Zoom Voice calls/Video calls made directly to Pensioners/GPF Subscribers on the mobile number provided by them.

The Drawing and Disbursing Officers and Treasury Officers are linked in the call, if required, to resolve the Pensioner’s grievances or problems.

The Pensioners and GPF Subscribers issues under consideration are discussed, solutions found and action taken within the next few days. This seamless and streamlined interaction whereby our office provides Pension and GPF services at the door step has been highly appreciated and has led to quick resolution of problems.

This initiative has, in particular, been found to be a helpful option for those aged and sick pensioners who find it difficult to visit the Treasury or AG office. These pensioners are now able to interact with our office from their homes at a time of their choosing.



## Pension and GPF Sewa Patra

To help the Pensioners in getting their grievances redressed, our office has started the mechanism of Drop Boxes facility through the Pension Sewa Patra and GPF Sewa Patra, wherein the Pensioners/Subscribers can submit their queries either through Online Drop Box or the Physical Drop Box placed at the entrance of our office premises. This facilitates the safety and well being of the Pensioners during the pandemic and also ensures their convenience.



**प्रिय जी.पी.एफ अंशदाता  
रांग दाळा!!  
महामारी पासून सुरक्षित रहा!!**

आपले जी.पी.एफ संबंद विनंती पाठवा

✉ [gpfsewa.mh1.ae@cag.gov.in](mailto:gpfsewa.mh1.ae@cag.gov.in)  
🌐 <https://cag.gov.in/ae/mumbai/en/page-ae-mumbai-gpf-sewa-patra>  
☎ 022-22039680; 22039790 (EXT 324)

जी.पी.एफ सेवा पत्र

प्रधान महालेखाकार (लेखा एवं हकदारी) | महाराष्ट्र, मुंबई-400020



The Pension/GPF Sewa Patra forms are attended to and a timely response is given to all requests, queries and grievances either through telephone calls or by email.

The Sewa Patras have been a very successful mode of resolving issues and have added another layer of service delivery to the existing offline system of the Public Relation Cell which is already in place.

The Pension /GPF Sewa Patras have been well received by Pensioners and GPF Subscribers.

### निवृत्तीवेतन सेवा पत्र

ऑनलाईन आणि फिजिकल ड्रॉपबॉक्सद्वारे तुमची विनंती पाठवा

ऑनलाईन ड्रॉपबॉक्स :  
या लिंकवर जाऊन आपली विनंती ऑनलाईन प्रस्तुत करा :  
"https://cag.gov.in/ae/mumbai/en/page-ae-mumbai-pension-sewa-patra"

**फिजिकल ड्रॉपबॉक्स :**  
प्रधान महालेखाकार ऑफिसमध्ये असलेल्या  
फिजिकल ड्रॉपबॉक्समध्ये आपली विनंती  
ड्रॉप करा

**आम्हाला मेल करा :**  
[pensionsewa.mh1.ae@cag.gov.in](mailto:pensionsewa.mh1.ae@cag.gov.in)

**कोणतीही तक्रार ?**  
कॉल करा 022-22039790 /  
022-22039680 - विस्तार 324

**त्वरित पोच**

कार्यालय - प्रधान महालेखाकार (ले व ह) - I, महाराष्ट्र, मुंबई - 400 020

## Voice Mail Service

Our office has started a Voice-Mail Service, through which Pensioners/GPF Subscribers can register for the Pension Samvaad 24/7 by recording their requests on calling the Voice Mail number- **020-71177775**. If required, officials from our office always call back the Pensioner for further clarifications on the recorded request.

## Toll Free Number

Our Office has also started a Toll Free Number Service through which Pensioners/GPF Subscribers can call the Toll Free Number **1800-22-0014** to register for Pension Samvaad and request any help/information. Pensioners can directly talk to our officials and find a solution to any pension related issues being faced by them.

**Call our office Voice Mail Service or Toll Free Number given below to Register for 'PENSION SAMVAAD'**



**020 7117 7775**

**24 x 7**



**1800 2200 14**

**Monday to Friday 11 AM to 5 PM**

**Officers from the office of the Pr. Accountant General (A&E)-I, Maharashtra, Mumbai will contact you in reply within 2 working days from the mobile number 85910 85243**

## Online Helpdesk

An Online Helpdesk facility has been started at the email ID- **helpdesk.mh1.ae@cag.gov.in**

The Helpdesk is being used to resolve the issues by the Treasury Officers and the DDOs regarding action to be taken on matters related to submission or interaction with the Principal Accountant General's office.

Drawing and Disbursement Officers and Treasury Officers can use this email for quick resolution of their queries on matters pertaining to our office.

### ONLINE HELPDESK



Online Helpdesk mechanism has been initiated by this office whereby Treasury Officers (TOs) and Drawing & Disbursing Officers (DDOs) can refer their queries, on process related matters, by writing to the following dedicated email id :

***helpdesk.mh1.ae@cag.gov.in***

Queries received on this email shall be responded to in a timely manner.



## Knowledge Videos

In a proactive effort to educate DDOs and Pensioner's on issues related to Accounts, Pension and GPF, a dedicated Knowledge Channel has been placed on our office's website. The Knowledge Channel contains short video modules/capsules regarding the functions performed by our office.

Based on our initial review of important areas, the first few video modules/technical capsules in the Marathi and English language on the following subjects are available on our website:-

- (i) Submission of Utilization Certificates (Marathi and English Language).
- (ii) Forwarding Pension Proposals.
- (iii) Pension Samvaad.
- (iv) Video on Reforms and Innovation Initiatives in Pension and Accounts

New Knowledge Videos are uploaded and made available on the office website periodically.



*Pensioners watching the Knowledge Video explaining what the Pension Samvaad initiative is and how to register for it.*

*Knowledge Video in Marathi on the steps to be followed to Forward Pension Proposals to the Principal Accountant General (A&E)-I, Maharashtra Office in a complete and correct manner.*



# e-PPO

The physical authorities of Pensionary benefits finalized by our office are sent to the Treasury Office and Pensioner through post. Non-receipt of PPO, delay in receiving letters by post etc. have been leading to difficulties for the Pensioners.

To resolve these issues and to speed up delivery of services, our office started issuing digitally signed e-PPOs (Electronic Pension Payment Orders) from 12 November 2021 for the Pensioners of the Education Department coming under the jurisdiction of the PAO Mumbai.

The Pension Authorities are sent online to the concerned Treasury Offices and the web links are sent to the pensioners through which they can download and retain the PPO on their electronic instruments such as mobiles and laptops. Pensioners are no longer required to present a physical copy of the PPO booklet to start receiving their pensions.

The e-PPO initiative has been extended to cover all the Government of Maharashtra Departments under the jurisdiction of the PAO Mumbai from 17 January, 2022.

In the FY 2022-23, we shall be looking at gradually rolling out the e-PPO initiative to pensioners from all districts under the jurisdiction of our office in the Maharashtra state.

**Format of e-PPO**



**Pr. Accountant General handing over the 1st set of Digitally Signed e-PPO Authorities to the Pensioner**



## Pension Workshop and Adalat

As part of the consistent efforts of our office to ensure accurate and timely processing of Pension and GPF cases and for improved delivery of services to Pensioners, our office organises Pension and GPF Workshops for Drawing & Disbursing Officers (DDOs) and Pension Adalats for pensioners at various treasuries and departments of the State Government.

The Workshops consist of a presentation on procedures and documents to be submitted to ensure timely processing of Pension and Provident Fund cases. Various initiatives undertaken by our office in order to provide better service and outreach to the Pensioners such as e-PPO, Online Pension Samvaad, Online Pension and GPF Sewa Patra, Voice Mail Service, Toll Free Number Service, Online Helpdesk, Knowledge Channel Videos and the information provided on our website are explained.



*A Pension Workshop for DDOs across the DGP's state jurisdiction was held at the office of the Director General of Police, Maharashtra, Mumbai on 26th April, 2022. The Workshop was inaugurated by Ms. Jaya Bhagat, Principal Accountant General (A&E)-I, Maharashtra and Shri. Anup Kumar Singh, Addl. Director General of Police (Admin), Maharashtra. The Workshop was attended by 125 DDOs and officials.*

During the Pension Adalat, Pensioners' issues are patiently heard and resolved on the spot, as far as possible by our office team. Pensioners have expressed their happiness that the Principal Accountant General's Office is reaching out to them and expressed their thanks for the new initiatives such as Pension Samvaad, Pension and GPF SewaPatra, Voice Mail Service, Toll Free Number Service, Online Helpdesk mail etc. whereby our office provides them with pension related services at their homes.



*A Pension Workshop for DDOs and Pension Adalat was held at the office of the Commissioner of Police, Mumbai on 28th April, 2022. The Workshop was inaugurated by Ms. Jaya Bhagat, Principal Accountant General (A&E)-I, Maharashtra and Shri. Raj Kumar Vhatkar, Joint Commissioner of Police (Admin), Mumbai. The Workshop was attended by 80 officials from 20 Drawing and Disbursing Officers and around 500 Pensioners attended the Pension Adalat.*





## प्रधान महालेखापाल ले.व.अ.- १ कार्यालय महाराष्ट्र, मुंबई - ४००० २०

निवृत्तिवैतनधारकांच्या समस्यांचे निवारण करण्यासाठी सुरु करण्यात आलेले  
विविध उपक्रम

### १ . पेन्शन संवाद

पेन्शन संबंधित सर्व समस्यांबाबत आता  
घरबसल्या करा आमच्या अधिकाऱ्यांशी  
व्हिडिओ कॉलवर संवाद. Whatsapp आणि  
Zoom कॉल साठी या लिंकवर नोंदणी करा  
<https://cag.gov.in/ae/mumbai/en>



### २. व्हॉइस मेल सेवा - २४ तास



आता आम्हाला तुमच्या समस्या कळवण्यासाठी  
वेळेचे कोणतेही बंधन नाही. २४ तास सेवेत  
असणाऱ्या ०२०-७११७७७७५ या क्रमांकावर  
संपर्क करून पेन्शनधारकांच्या माहितीसोबत  
त्यांच्या समस्या रेकॉर्ड करा. आमचे अधिकारी  
दोन दिवसातच समस्यांचे समाधान करण्यासाठी  
आपल्याशी संपर्क साधतील.

### ३. TOLL FREE क्रमांक

कार्यालयीन वेळेत या क्रमांकावर कॉल करून  
पेन्शन संवाद साठी नोंदणी करा अथवा आपल्या  
पेन्शन संबंधित समस्यांसाठी थेट आमच्या  
प्रतिनिधींशी बोला.  
संपर्क करा - १८०० २२ ००१४



### ४. नॉलेज चॅनेल



पेन्शन प्रक्रियेबाबत सुस्पष्टता आणण्यासाठी  
आणि उद्भवणाऱ्या संभाव्य समस्यांबद्दल  
मार्गदर्शन करण्यासाठी आम्ही घेऊन येत  
आहोत Knowledge Channel जिथे  
तुम्ही आमच्या अधिकाऱ्यांनी बनवलेले विविध  
मार्गदर्शनपर व्हिडिओज पाहू शकता.  
लिंक:

<https://cag.gov.in/ae/mumbai/en/video-gallery>

आता पेन्शनचे  
नको टेन्शन



पेन्शन प्रक्रिये संबंधित कोणतीही शंका असल्यास कृपया ईमेल- द्वारे कळवा  
[helpdesk.mh1.ae@cag.gov.in](mailto:helpdesk.mh1.ae@cag.gov.in)





लोकहितार्थ सत्यनिष्ठा

Dedicated to Truth in Public Interest

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