



सत्यमेव जयते

OFFICE OF THE PRINCIPAL ACCOUNTANT GENERAL (A&E) WEST BENGAL



লোক হিতার্থ সত্যনিষ্ঠা
Dedicated to Truth in Public Interest

LEKHA SAMVAD

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Combined Accounts, Fund and Pension Workshop in Chinsura, Hooghly



AG BENGAL
CANTEEN ORDERS APP
LAUNCHING ON
16 JULY 2026
RATHYATRA DAY

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আতাই চেয়ে নিন
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FRESHLY PREPARED


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QUICK PICK-UP

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In this issue.....

Promotion/ Modified Assured Career Progression (MACP) 4

Initiatives

- **‘Combined Accounts, Fund and Pension Workshop’, Chinsurah, Hooghly** 5-12
- **Press / Media Coverage** 13-14
- **Digital Transformation** 15-17

Monthly Digest

- **Groups & Wings: Performance, Progress & Highlights** 18-21

Retirement/ VR 22-23



Dear Colleagues,

*It gives me immense pleasure to present the July 2026 edition of **Lekha Samvad**. The past month has been a testament to our steadfast pursuit of administrative excellence, marked by impactful field engagement and targeted digital innovation. From resolving complex pension and entitlement matters on the spot through our district workshop at Chinsurah, Hooghly, to streamlining internal operations with the launch of the Digital Requisition Portal for canteen services, our collective efforts continue to modernize workflows.*

As we sustain high standards across our core mandates in accounting, GPF management, and IT support, let us remain anchored in our commitment to transparency, precision, and service. I commend the editorial team for capturing the spirit of our progress and thank the colleagues for their enduring dedication.

Warm regards,

(ANINDYA DASGUPTA)
Principal Accountant General (A&E), W.B

Promotions/ Departmental Upgradation

1. Shri Haladhar Mondal has been promoted to the post of Assistant Supervisor from Sr. Accountant w.e.f. 01.07.2026 (F/N).



2. Paramita Jana, Accountant has been awarded 1st Modified Assured Career Progression (MACP) in Level-6 w.e.f. 22.07.2026.



3. Tinton Kumar, DEO Gr.A has been awarded 1st Modified Assured Career Progression (MACP) in Level- 5 w.e.f. 27.07.26.



Heartiest Congratulations!

‘Combined Accounts, Fund, and Pension Workshop’

Report prepared by: Md. Jahangir Alam, Supervisor (O&M)

The Office of the Principal Accountant General (A&E), West Bengal, in active collaboration with the Finance Department, Government of West Bengal, and the Hooghly District Administration, organized a one-day **"Combined Accounts, Fund, and Pension Workshop"** at Rabindra Bhawan, Chinsurah, Hooghly, on July 30, 2026.

The workshop brought together key stakeholders across three districts—Hooghly, Purba Bardhaman, and Paschim Bardhaman—including Treasury Officers, selected Drawing & Disbursing Officers (DDOs), Pension Sanctioning Authorities (PSAs), departmental representatives, and incumbents to deliberate on and resolve long-standing operational issues in Accounts, Fund, and Pension management.



DM and Collector Hooghly, Khursheed Ali Qadri being felicitated by Smt. Shailja Khare, Sr. DAG (Admn.)



Spl. Secretary, Finance Deptt. Govt. of West Bengal being felicitated by Shri Shambhu Dayal DAG (A/cs & VLC)



1. Accounts

Deliberations & Technical Session

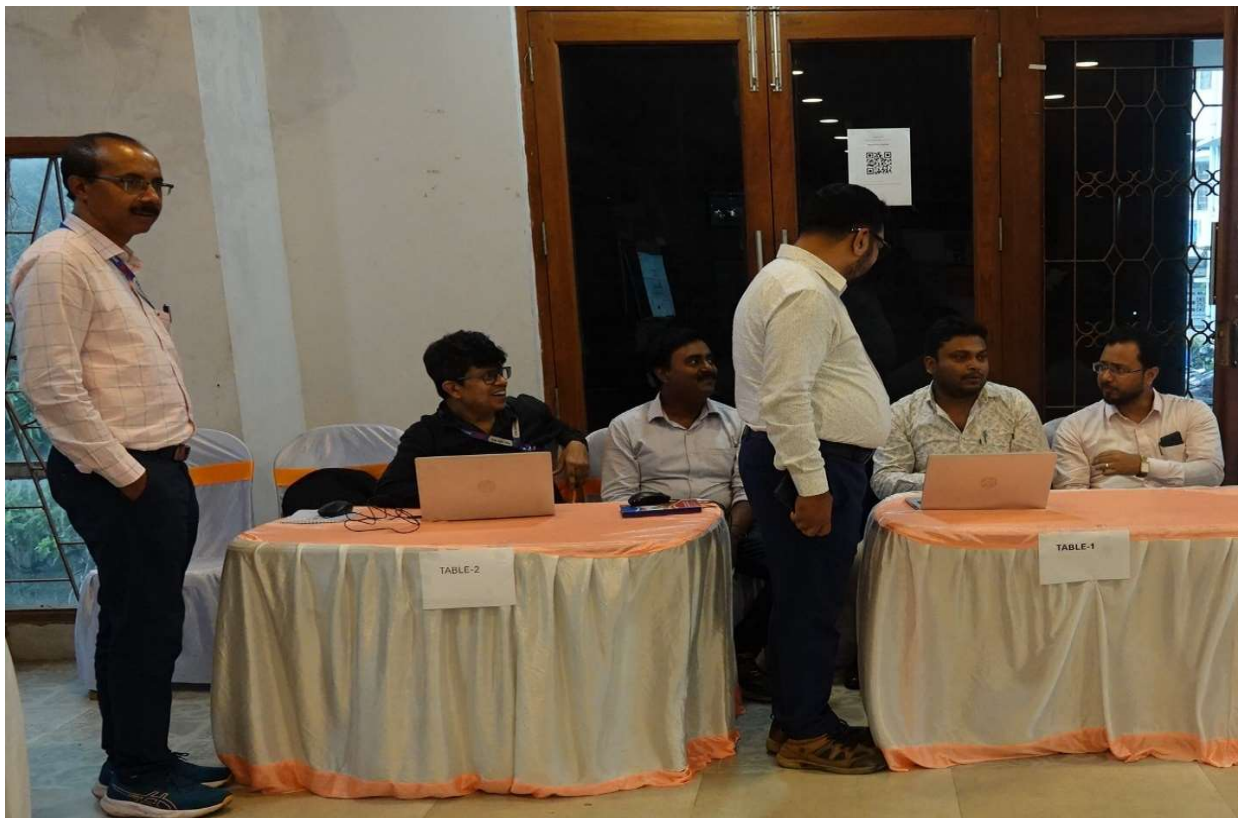
The Accounts session focused on critical financial compliance matters affecting the Public Financial Management System. Through a comprehensive PowerPoint presentation, the following key areas and actionable remedial measures were highlighted:

- **AC/DC Bills:** Settlement of long-pending Detailed Contingent (DC) bills against Abstract Contingent (AC) bills.
- **Utilization Certificates (UCs):** Systematic clearance of age-old outstanding UCs.
- **Personal Deposit (PD) Accounts:** Proper maintenance, operation, and reconciliation of PD accounts.
- **Accounting Accuracy:** Prevention and rectification of misclassifications observed during the audit and verification of vouchers and challans.
- **Treasury Inspection:** Key observations and systemic shortcomings identified during routine treasury inspections.

Redressal Desk & Outcomes

- **Portal Registrations:** A total of 63 officials and stakeholders registered through the dedicated office portal seeking targeted resolution for specific accounting queries.
- **Departmental Outreach:** DDOs and official representatives from 9 key departments visited the designated Accounts Help Desks during the interactive session.
- **Spot Guidance & Capacity Building:** Officers provided hands-on consultation on online account submission procedures, historical AC bill resolution, voucher classification, and UC submission processes.
- **General Participation:** Attending non-registered officials also availed themselves of the opportunity to clarify and resolve operational accounting issues.

Outcome: Participating DDOs and departmental representatives expressed immense satisfaction with the clarification and guidance provided, highlighting the workshop's effectiveness as a collaborative problem-solving platform.



2. Pension

The Pension Help Desks experienced high engagement from attending Pension Sanctioning Authorities (PSAs), departmental representatives, and individual incumbents seeking redressal for historical delays:

Particulars	Details / Count
Total Registered Cases	83 pending pension cases
On-the-Spot Resolution	47 cases resolved via direct database verification & joint consultation
Deferred Cases (Guided)	36 cases. Issued clear directives and target timelines for resolution

Outcome: Direct consultation significantly accelerated settlements. For the 36 deferred cases requiring documentation updates or policy clarifications, specific targets were assigned to the respective PSAs for speedy resolution.





3. Fund

Subscriber Outreach and Grievance Redressal

The workshop provided a dedicated platform to interact directly with GPF officials and resolve long-pending matters.

A significant number of grievances—primarily concerning pre-January 2016 missing credits, nomination registration and digitization, correction of subscriber particulars, and general account discrepancies—were successfully addressed on the spot.

<u>Particulars</u>	<u>Details / Count</u>
Total Cases Registered	255
Cases Resolved On-the-Spot	102
Nomination Documents Received	626
Missing Credit Documents Received	12

Outcome: Beyond expediting grievance redressal, the initiative increased awareness among the subscribers regarding digital services and procedural requirements, reinforcing the Office's commitment to delivering timely, transparent, and efficient GPF services.







Conclusion

Participating DDOs, PSAs, subscribers, and beneficiaries expressed high satisfaction with the direct consultation provided by the officers. The substantial rate of spot settlements in pension and fund matters, combined with clarity on accounts compliance, underscored the workshop's significance as an effective collaborative platform for service delivery across the state.

আনন্দবাজার পত্রিকা শুক্রবার ৩১ জুলাই ২০২৬

র টুচুড়ায় কর্মশালা

মন্ত্রী টুচুড়া: পেনশন, জিপিএফ ও হিসাব সংক্রান্ত সমস্যা সমাধানে বৃহস্পতিবার টুচুড়ার রবীন্দ্রভবনে 'অ্যাকাউন্টস, পেনশন অ্যান্ড ফান্ড ওয়ার্কশপ'-এর আয়োজন করা হয়। ভারতের হিসাব নিয়ন্ত্রক সংস্থা ক্যাগের অধীনস্থ রাজ্যের প্রিন্সিপাল অ্যাকাউন্ট জেনারেল এবং হুগলি জেলা প্রশাসনের সহযোগিতায় এই কর্মশালা হয়। সেখানে জেলার অমীমাংসিত পেনশন মামলা, জিপিএফ-এর মিসিং ক্রেডিট ও নমিনেশন সংক্রান্ত সমস্যা নিয়ে আলোচনা ও সমাধানের চেষ্টা হয়। রাজ্যের প্রিন্সিপাল অ্যাকাউন্ট জেনারেল-এর পক্ষে শৈলজা জি জানান, এই কর্মশালার উদ্দেশ্য, পেনশনভোগীদের জেলা স্তরেই পরিষেবা পৌঁছে দিয়ে অমীমাংসিত সমস্যার দ্রুত নিষ্পত্তি।

পেনশন-জিপিএফে বছরের পর বছর জট এক মঞ্চে অ্যাকাউন্টস-ট্রেজারি-প্রশাসন

যুগশঙ্ক প্রভিবেদন
হুগলি। ৩০ জুলাই

পেনশন আটকে যাচ্ছে, জিপিএফ অ্যাকাউন্টে 'মিসিং ক্রেডিট', নমিনেশন সংক্রান্ত জটিলতা, ভুল হিসাব সংযোজন (রং বুকিং) এবং বছরের পর বছর বুলে থাকা ফাইল—সরকারি কর্মচারি ও অবসরপ্রাপ্তদের এই দীর্ঘদিনের ভোগান্তির বাস্তব চিত্র সামনে আসতেই সমস্যার দ্রুত সমাধানে এবার সরাসরি উদ্যোগ নিল প্রিন্সিপাল অ্যাকাউন্ট্যান্ট জেনারেল (অ্যাকাউন্টস অ্যান্ড এনটাইটেলমেন্ট), পশ্চিমবঙ্গ। হুগলি জেলা প্রশাসনের সহযোগিতায় বৃহস্পতিবার চুঁচুড়ার রবীন্দ্রভবনে অনুষ্ঠিত হল 'কম্বাইন্ড অ্যাকাউন্টস, পেনশন অ্যান্ড ফান্ড ওয়ার্কশপ', যেখানে প্রথমবারের মতো একই মঞ্চে বসে পেনশন, জিপিএফ ও সরকারি হিসাব সংক্রান্ত জটিলতা নিয়ে আলোচনা করলেন অ্যাকাউন্টস, ট্রেজারি ও জেলা প্রশাসনের শীর্ষ আধিকারিকরা।

কর্মশালায় উপস্থিত ছিলেন হুগলির জেলাশাসক খুরশিদ

আলি কাদরি, শৈলজা খারে (সিনিয়র ডেপুটি অ্যাকাউন্ট্যান্ট জেনারেল), সঞ্জু দয়াল (ডেপুটি অ্যাকাউন্ট্যান্ট জেনারেল), সুজয় আচার্য (বিশেষ সচিব, অর্থ দফতর-পেনশন), তরুণ ভট্টাচার্য (অতিরিক্ত জেলাশাসক-সাধারণ), সৌম্য বন্দ্যোপাধ্যায় ও তরুণ কুমার রায় (যুগ্ম অধিকর্তা, ট্রেজারি ও অ্যাকাউন্টস), ঋতাজ্ঞান ভট্টাচার্য (আরএ অ্যান্ড এও), অজয় কুমার বসু (সিনিয়র ডেপুটি কালেক্টর), প্রীতম কুমার ঘোষ ও সৌরভ দাশগুপ্ত (ট্রেজারি অফিসার)-সহ বিভিন্ন দফতরের আধিকারিকরা।

কর্মশালার সূচনায় শৈলজা খারে জানান, হাওড়ার পর হুগলি দ্বিতীয় জেলা হিসাবে এই উদ্যোগের আওতায় এসেছে। তাঁর বক্তব্য, 'অনেক পেনশনভোগী ও জিপিএফ গ্রাহক আমাদের দফতরে পৌঁছাতে পারেন না। তাই মানুষের দোরগোড়ায় পরিষেবা পৌঁছে দিতেই আমরা জেলায় জেলায় যাচ্ছি।' তিনি স্পষ্ট করেন, সবচেয়ে বেশি গুরুত্ব দেওয়া হচ্ছে জিপিএফের মিসিং ক্রেডিট, নমিনেশন সংক্রান্ত সমস্যা, দীর্ঘদিন বুলে থাকা

পেনশন মামলা, ফাইনাল পেমেণ্ট এবং ডিডিও স্তরে ভুল হিসাব সংযোজনের সংশোধনে।

জেলাশাসক খুরশিদ আলি কাদরি বলেন, 'রাস্তা, শিক্ষা বা স্বাস্থ্য নিয়ে আলোচনা হয়, কিন্তু সরকারি আর্থিক ব্যবস্থাপনার সমস্যা নিয়ে খুব কম কথা হয়। অথচ দক্ষ ও স্বচ্ছ জন-আর্থিক ব্যবস্থাপনাই সুশাসনের অন্যতম ভিত্তি।' একই সঙ্গে তিনি উল্লেখ করেন, ১৩-১৪ বছরের প্রশাসনিক জীবনে এই প্রথম তিনি এমন একটি ব্যতিক্রমী কর্মসূচির সাক্ষী হলেন।

কর্মশালায় বিশেষ ফ্যাসিলিটেশন কাউন্টার খুলে অভিযোগ গ্রহণ, নথি যাচাই, মিসিং ক্রেডিট সংশোধন, রেকনসিলিয়েশন, বুলে থাকা ফাইনাল পেমেণ্টের নিষ্পত্তি এবং বিশেষজ্ঞদের সঙ্গে সরাসরি প্রশ্নোত্তরের ব্যবস্থা করা হয়। প্রশাসনের আশা, এই উদ্যোগ বহু বছরের পেনশন ও জিপিএফ সংক্রান্ত জট নিরসনের পাশাপাশি ভবিষ্যতে সরকারি আর্থিক ব্যবস্থাপনাকে আরও স্বচ্ছ, জবাবদিহিমূলক ও জনমুখী করে তুলতে গুরুত্বপূর্ণ ভূমিকা নেবে।

Digital Transformation

A Report by Samrat Mukherjee, AAO, ITSC

The Office of the Principal Accountant General (A&E), West Bengal continues to embrace digital solutions aimed at improving efficiency, transparency and service delivery within the office. Two such initiatives—**TFIN eCanteen** and the **Online Hardware Complaint & Inventory Management System**—demonstrate how technology can transform everyday administrative and support services.

TFIN eCanteen – A New Way to Lunch

TFIN – eCanteen Food Coupon & Ordering System has been developed to transform the traditional canteen ordering and food coupon process into a convenient digital experience. The system enables employees to view available meals, place orders, make payments through the available digital modes or e-Wallet, and receive a digital food coupon with a QR code.

At the canteen counter, the QR coupon is scanned to verify the order and facilitate delivery. The system records the redemption and updates stock, making the process faster and more transparent.

The system also caters to employees who may require assistance in placing an order. Through the **Cashier Operator Console**, the cashier can place orders on behalf of employees, accept cash or QR payments and generate physical food coupons.

On the administrative side, the system provides facilities for menu and meal-slot management, live order monitoring, payment and settlement tracking, employee and wallet management, raw-material inventory and cashbook management. Security audit logs provide an additional layer of accountability.

Thus, **TFIN eCanteen** brings together **ordering, payment, coupon generation, QR-based redemption, inventory and financial monitoring** on a single platform, creating a smarter and more convenient canteen experience.

Online Hardware Complaint & Inventory Management System

Another important digital initiative is the **Online Hardware Complaint Management and HW Inventory System**, developed by IT **Support Cell**. The system provides a centralized IT

Help Desk for registration, monitoring, forwarding and resolution of hardware-related complaints.

Under the earlier manual process, hardware complaints and inventory-related activities required considerable dependence on physical registers and manual record maintenance. The online system brings these activities together digitally. Employees can register complaints by selecting the relevant section and hardware asset, describing the problem and forwarding the complaint to the IT Support Cell. A unique complaint number is generated for tracking.

The IT Support Cell can view the centralized complaint register, assign complaints to service engineers, monitor their progress and accept completed complaints. Service engineers can view assigned complaints, update their status and mark them as resolved. This creates a clearly defined workflow from **complaint registration to final closure**.

Digital Hardware Inventory

The system also introduces a dedicated **Hardware Inventory Management** module. It enables the IT Support Cell to maintain details of hardware assets in a centralized database, including the addition of new hardware and changes in asset locations. Hardware records can be filtered according to section and asset type, while details such as location and warranty information can be updated when required.

A particularly useful feature is the **automated generation of hardware disposal lists**. Assets can be filtered by type, and hardware items that have completed more than six years from the date of purchase are identified and listed in ascending order of purchase date. This facilitates the annual disposal and e-waste management process.

The system further provides management-oriented reports on resolved complaints, complaint trends and service engineer performance, enabling better monitoring and decision-making.

Towards a Smarter Office

Together, these initiatives demonstrate how digital technology can be applied not only to core office functions but also to everyday support services. **TFIN eCanteen** simplifies the employee's daily dining experience, while the **Online Hardware Complaint & Inventory Management System** strengthens IT support, asset accountability and hardware lifecycle management.

Both systems contribute towards a more **paperless, transparent, accountable and efficient workplace**, while reducing dependence on manual record-keeping and enabling real-time monitoring and reporting. The hardware system specifically identifies benefits such as paperless complaint management, faster resolution, centralized records, transparency and real-time monitoring.

These initiatives reflect a broader vision of using technology to create **simpler processes, better services and a smarter workplace**.



Monthly Digest

Groups & Wings: *Performance, Progress & Highlights*

Fund Group

1. Digitization of GPF Subscriber Nominations

The Fund Group successfully completed the first cycle of in-house digitization of GPF subscriber nominations, achieving the assigned quarterly target through systematic verification, scrutiny, and digital archival of nomination records. A brief detail is furnished below: -

Total number of nominations digitalized up to June 2026	97,572
Total Nomination digitalized during July 2026	24,500
Cumulative nominations digitized up to 31 July 2026	1,22,072

2. Other Highlights

➤ Subscriber Outreach Initiative

As part of the Fund Wing's continued efforts to enhance subscriber services and strengthen stakeholder engagement, a Subscriber Awareness and Facilitation Workshop was organized for GPF subscribers of Hooghly District during July 2026. The workshop provided a dedicated platform for subscribers to interact directly with GPF officials and seek resolution of long-pending issues.

➤ Digital Transformation and Timely Annual Closing

The year 2026 marked a significant milestone for the Fund Wing with the successful transition from manual posting of GPF schedules to automated posting of WBIFMS data through the Middleware Server. This digital transformation has streamlined the posting process, enhanced accuracy, reduced manual intervention, and laid the foundation for a more efficient and technology-driven GPF accounting system.

Despite the delayed receipt of the March Supplementary Accounts, the Core Group Fund (CGF) Section successfully completed all year-end closing activities and generated the GPF Annual Statements within the stipulated timeline. This achievement was made possible through meticulous planning, close coordination, and the dedicated efforts of the officials and staff of the CGF Section, ensuring uninterrupted service delivery to GPF subscribers.

This accomplishment reflects the Fund Wing's commitment to operational excellence, digital modernization, and timely dissemination of annual account statements to subscribers.

Pension Group

1. Case Volume - 1298

2. Performers of the month:-

Rank	Name, Designation & Section	No. of Cases Processed	Image
1.	Sambhu Nath Basak Sr.AO PC-I & PC-II	311	
2.	Snehasis Dam AAO Pension-XIII	151	
3.	Bikash Srivastava Acctt. Pension-XIII	148	

3. Operational Bottlenecks

Rank	Name of Pension Sanctioning Authorities (PSA)	No. of cases returned	Brief reason
1.	Block Medical Officer Of Health, Sainthia B.P.H.C.	3	Incomplete/ defective Sanction/Single Comprehensive Form; Non Receipt/ Defective Mandatory Documents
2.	Divisional Forest Officer, Midnapore Division, Paschim Midnapore	3	Incomplete/ defective Sanction/ Single Comprehensive Form; Non-receipt/ defective Sanction for Death Gratuity/LTA
3.	Officer-In-Charge, Malda Polytechnic, Malda	3	Non Receipt/ Defective Mandatory Documents; Non Receipt/ Defective Mandatory Documents; Non Receipt/ Defective Mandatory Documents

4. Special Mentions

a)	Online Pension Adalat through Google Meet with the Pension Sanction Authorities under Public Works Department in different districts followed by a Q&A session held on 02.07.2026 for settlement of pending pension/family pension cases.
b)	Preliminary Discussion on pending pension cases conducted on 07.07.2026 and 08.07.2026 at DM Office, Chinsurah, Hooghly with the Pension Sanction Authorities from Hooghly district followed by knowledge sharing interactive session held on 30.07.2026 in the Combined Workshop on Accounts & Entitlement at Rabindra Bhavan, Chinsurah, Hooghly.

Accounts Group

1. Settlement of UCs: -

- a) During March (S) Accounts 2026, an amount of Rs.1,16,008.87 crore pending UCs has been adjusted.
- b) At the end of March (S) 2026, Rs.83,161.38 crore is pending for adjustment.
- c) To resolve this issue, State Departments with maximum pendency were contacted over telephone and requested for submission of pending UCs as per prescribed format.
- d) Sectional DEOs were sensitized regarding requirement of UCs while posting GIA vouchers.

2. Annual Accounts update: -

- a) Annual Accounts comprising Finance Accounts, Appropriation Accounts & Accounts at a Glance for the financial years 2021-22, 2022-23, 2023-24 and 2024-25 were laid before West Bengal State Legislature on 25.07.2026.
- b) All the timelines concerning the preparation of Annual Accounts for 2025-26 have duly been followed. Audit Certificate on the Finance & Appropriation Accounts for the financial year 2025-26 has been received from O/o the Pr. Accountant General (Audit-I), West Bengal. The draft Annual Accounts along with the Audit Certificate has already been communicated to the GA Wing of Headquarters office for necessary approval.

3. MCA update: -

- a) Monthly Civil Accounts (MCA) for the month of July 2026 has been generated on 14.08.2026 and transmitted to State Government.
- b) Preparation of Monthly Key Indicators (MKI) for July 2026 is under process and expected to be hosted on the CAG website by due time.
- c) Report on Expenditure (RoE) for the month of July 2026 has been prepared and communicated to State Government.

4. Other Highlights: -

- a) Proposals for 64 Heads of Account (Sub head and Detailed Head) have been received in the month of July 2026. Out of 64 proposals, 52 proposals have been approved, and 8 proposals were returned citing observations. The remaining 4 proposals are under process.
- b) Concurrence has been conveyed for opening of 4 SNA Account at the Reserve Bank of India.
- c) Authority issued for opening and operating 6 Provident Fund Deposit A/c under '8336-00-800'. 156 Lapsed Deposit repayment orders have been issued in the month of July 2026.



Retirement

1. Sri Nandadulal Sadhukhan, Sr. Accounts Officer
2. Sri Avijit Sarkar, Sr. Accounts Officer
3. Sri Anup Kumar Mandal, Assistant Accounts Officer
4. Sri Subal Chandra Biswas, MTS



