



भारत के नियंत्रक-महालेखा परीक्षक का कार्यालय
**OFFICE OF THE COMPTROLLER
AND AUDITOR GENERAL OF INDIA**

दिनांक
Date

23.09.2010

To

All DsG/PAsG/AsG/PDs/MABs
in IA&AD,
(as per mailing list)

**Subject: Welfare measures for IA&AD pensioners, formation of
Grievance Redressal Cell and nomination of Nodal Officers.**

Sir/Madam,


1. The need to address the concerns which the pensioners (including family pensioners) of IA&AD often encounter has been considered by us and it has now been decided that:
 - a. The Group Officer in charge of administration of each office will be nominated as the 'Nodal Officer' for addressing any concerns which a pensioner, who has retired from that office and residing in that city, may have.
 - b. For pensioners who may have settled in a city different from where they retired, the Group Officer in charge of administration in the nearest office of PAG/AG at the nearest station would be the nodal officer. In case there is more than one AG office at this station, the Group Officer of the PAG/AG (Civil Audit) would be the Nodal Officer.
 - c. A 'Grievance Redressal Cell' under the Group Officer in charge of administration of the concerned office from where the officer/staff has retired, to assist the pensioners of IA&AD on a need basis, should be set up in each office of the IA&AD (including Branch Offices). The Cell shall be headed by a AO/Sr.AO and supported by staff adequate to handle the actual workload.
 - d. The cell should act as a 'single window' to assist in all concerns which a departmental pensioner may have relating to, but not limited to, CGHS, pension payments, IT concerns, etc.
 - e. The cell shall report to the Sr. DAG/DAG (Administration), who shall closely monitor the functioning of the cell, and submit a report of the

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cases dealt with by the cell in a particular month, the number of cases settled and the number of cases outstanding (showing the period for which a case is outstanding) to the Pr. AG/AG.

- f. All requests of the 'Pensioners' for any assistance should be acknowledged within a week of these being received.
 - g. The Pr. AG/AG should ensure that cases are disposed off/settled at the earliest.
 - h. The Nodal Officer(s) along with relevant staff 'contact details', who would be coordinating the welfare activities related to IA&AD pensioners, must be widely publicised on AG's website.
2. We have created a 'Pensioners' Corner' on our website www.cag.gov.in which has hyper links to common concerns that pensioners may have like (i) Health Concerns, (ii) Pension Concerns, (iii) IT concerns, (iv) Utilities, Directories of Pensioners (IAAS, Staff), Assistance in travel planning, etc. We will be happy to receive suggestions for effecting improvement in the contents of the "Pensioners' corner". These suggestions may be directed to PD (IS/IT) who is the web administrator of the department. Field offices are encouraged to create similar pensioners' corner specific to their state and populate these directories with real time data.
3. The Grievance Redressal Cell may be set up at the earliest, and report sent to headquarters by October 2010.

Yours faithfully,



(Jayanti Prasad)

Principal Director

(Headquarters)