

# CENTRALISED ONLINE STATE GOVERNMENTS EMPLOYEES COMPLAINTS MONITORING SYSTEM

A Centralized Online State Governments Employees Complaints Monitoring System has been developed by NIC for transforming conventional existing System into more efficient and transparent system. The System has also been customized so as to have the central database server at CAG office and the software accessible /used by the field offices for entering and monitoring the grievances being received in their offices in addition to facilitating online prompt service to complainants to enter the complaints and view the status from any part of the country besides speedy disposal of complaints and easy compilation of pendency reports.



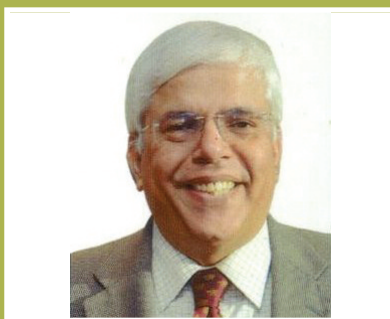
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**T**he Comptroller and Auditor General of India (CAG) is an office created by the constitution of India and entrusted with the responsibility of audit the expenditure and receipts of the Union and the States Governments. Besides audit, its field offices located all over India also disburse pension, gratuity, GPF, etc to the employees of the State Governments. In respect of these payments, a large number of complaints from employees are received in the office of CAG and its field offices. In order to expedite the disposal and monitor these complaints, eliminating huge amounts of paperwork, a necessity has been felt for a centralized online system for State Governments Employees with more

efficiency and transparency, facilitating on-line prompt service to citizens. In this backdrop, a Centralized Online State Governments Employees Complaints Monitoring System has been developed by NIC.

National Informatics Centre (NIC) established in year 1988 at C&AG office is providing technical support to the office of CAG and its field offices in development of software for its house Keeping functions and network connectivity through 34 MBPS OFC. The Wide Area Network (WAN) between two buildings of CAG has been established in order to automate the workflow of information in the inter-offices and intra-offices of CAG. NIC has implemented various Web based e-Governance projects to facilitate the citizens to upload the information online and view the status



**SHANKAR NARAYAN**  
DY. CAG  
(THE THEN DIRECTOR GENERAL)

We would like to place on record our appreciation for the contribution by NIC in development and implementation of a software package

“Complaints of State Governments Employees Monitoring Information System (CMIS) in the office of the Comptroller & Auditor General of India. The CAG office receives the complaints of State Governments employees regarding settlement of complaints with regard to Pension, DVRG and GPF etc. The effective monitoring system is user friendly and helps us to monitor the complaint cases and generate MIS reports for senior management.

The System is efficient in terms of use of manpower and availability of time. The NIC team under the supervision of Shri S C D Gupta, Senior Technical Director has worked hard to develop and implement the system.



**R M JOHRI**

PRINCIPAL DIRECTOR (IS & IT), CAG OFFICE

I write this to place on record our deep appreciation and sincere thanks to NIC

team working under the leadership of Sh. S C D GUPTA, Senior. Technical Director, NIC for providing technical support in development of Centralised State Governments Employees Complaints Monitoring System in addition to various many other projects in the office of Comptroller and Auditor General of India.

I specifically appreciate the creditable efforts made by Shri S C D GUPTA who has rendered excellent ICT support to this office and his performances has been established beyond doubt during last two years.

over Internet. As desired by CAG office, a Centralized Online State Governments Employees Complaints Monitoring System has been developed by NIC for transforming conventional existing System into more efficient and transparent system. The System has also been customized so as to have the central database server at CAG office and the software accessible /used by the field offices for entering and monitoring the grievances being received in their offices in addition to facilitating online prompt service to complainants to enter the complaints and view the status from any part of the country besides speedy disposal of complaints and easy compilation of

pendency reports. The system also has a facility to send message to the complainant through SMS/Email when the complaint is successfully registered as well as when the complaint is finally settled. It facilitates the office and Complainant to view the status of complaint with just a click of mouse.

### SALIENT FEATURES OF THE SYSTEM

- It facilitates complainant to enter the complaint online with the provision of uploading multiple files and receive SMS message of Ref. Number. The status can be viewed on PPO No. or GPF No. or Mobile No. or Ref. No.
- CAG office and its Field offices can use the same system to record details of all complaints received in their office by post. Online complaints would be directly accessible to the concerned offices.
- Documents received in CAG office by post can be uploaded in the database so that these can be accessed

by the concerned AG office for necessary action.

- The System facilitates CAG office to generate various consolidated reports of pendency and disposal of complaints of all field offices. The disposal and pendency of complaints can be viewed by the management.
- The static information for the pensioners such as Policy and guidelines, Complaints redress flow chart, etc can be provided on Home page.

### ADVANTAGES OF THE SYSTEM

- No physical boundary: Complainants can enter and view the status of their complaints from any part of the country
- Round the clock availability: Complainants can get the access of the system 24\*7.
- Multiple Access: The information can be entered /updated/accessed by pensioners/complainants/ field offices at the same time in the same database.
- Posting of documents Electronically: The documents can be uploaded by the complainant electronically. It can be viewed by the field office as well as by CAG office.
- Easy Access of the System: The status of the complaint and pendency reports can be easily viewed through computer network with just a click of mouse
- Transparency: The pendency in field offices can be viewed by the complainant and management at CAG office.
- Update message through SMS: Complainant can get the message when the complaint is successfully registered as well as when the complaint is finally settled.

