

Presentation of Awards

Category-I: Best Performing Pay & Accounts Offices

The Civil Accounts Day has been an occasion to recognize the individual and institutional efforts of the officers and staff of the Pay & Accounts Offices. Initially specific areas used to be identified for the purpose of ascertaining the performance of the staff and officers and accordingly awards were given for the earmarked area of work. For the first Civil Accounts Day (2008), "Preparation of Union Finance and Appropriation Accounts" was identified as the focus area. In 2009, four focus areas were identified viz., "Implementation of e-Payment", "Capacity Building by INGAF", "e-lekha Programme" and "Risk-based Internal Audit". During the 3rd Civil Accounts Day, the focus area was "Revision of pension of post 2006 retirees" and "Plan Accounting and Public Financial Management System". These awards were given on the basis of nominations received from the Pr CCAs/ CCAs/ CAs.

In the year 2011, however, the scheme of award was modified and a more rational and objective set of criteria was evolved for assessing the performance of the PAO units. This evaluation methodology had two components:

- Performance of PAOs based on data available on e-lekha relating to bill pendency status, consolidation of monthly accounts, bank reconciliation, GPF ledger updation, pension cases status, health of COMPACT and e-lekha etc.
- Assessment of performance by Pr CCAs/CCAs/CAs on the basis of manual work and record.

The report relating to criteria mentioned at Sl. No. 1 to 9 (first component) was available with CGA office in the form of an MIS furnished by NIC. The criteria mentioned at Sl. No. 10 to 12(second component) however, required inputs from Pr CCAs/CCAs/CAs. The 12-point matrix used for assessment of performance of PAO units is at *Annexure-I*. As in the last year, the same set of objective and quantifiable parameters were used to measure the performance of the PAO units for the period from April to December, 2011.

The performance of the PAO units was evaluated on the basis of criteria adopted for the purpose and a select list of 25 best performing PAO units was prepared for consideration of award under this category. The list of best performing PAO units is at *Annexure-II*.

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Category-II: CGA Best Practices Award

A separate special category of “CGA Best Practices Award” was introduced in 2011 and awards were given for to some innovative initiatives undertaken by our field formations. Awards under this category were presented during Civil Accounts Day 2012 as well. Nominations for this category were requested from all Pr. CCAs/CCAs/CAs for the extraordinary/outstanding initiatives taken by PAOs which have the following salient features:-

Innovation- The initiative should not be a mandated duty/responsibility of the PAO but it should reflect an effort to innovate and go beyond the mandate to create some useful facility.

Citizen centric or client centric- The initiative should be focused to promote G2C, G2G, G2B or G2E interaction. It may or may not be an e-governance initiative but should have some element of BPR.

Replicability- The initiative should be broad enough to be replicated in other similar situations/organizations.

Sustainability- The initiative should be financially viable and sustainable over a period of time.

The Pr.CCAs/CCAs/CAs while recommending their PAOs under this category of award, were required to furnish detailed justification that would adequately reflect that the above mentioned four conditions are being satisfied by the nominee. A Committee scrutinized and evaluated the recommendations before deciding the awards. There were five nominations received which were evaluated by the Committee and of these two were considered by the Committee to be eligible for the award as they satisfied the criteria laid down. The list of initiatives selected under this category is at *Annexure III*.

The following two initiatives were selected for award under “CGA Best Practices” category:

1. The Grievances Redressal Mechanism
2. PCBEC (web based application)

Grievance Redressal Mechanism

CPAO has put in place a novel initiative for handling grievance redressal of pensioners in a more efficient and effective manner. Although this office already had a system to solve the pensioners grievances, but taking a step ahead, this office has established a TOLL FREE CALL CENTRE to address the problems of the pensioners.

Toll Free Call Centre with No.1800117788 has five lines at the back end and it is manned by 10 persons working in staggered hours during the day. All the calls received are registered in the Grievance Management Software developed for the purpose and electronic storage of date is ensured. It has been widely published and getting a huge response. This Call Centre became operational from 14th September, 2011 and during the period ending 31st December, 2011, a total of 11527 calls have been received. Out of this, 10461 grievances have already been redressed.

In Toll Free Call Centre, the pensioner can get his grievances registered and after analyzing the grievance, an appropriate action is taken to solve the same and intimation in this regard is also given to the pensioner. Timely redressal of grievances of pensioners to their entire satisfaction would help reduce the chances of litigation.

This also facilitates identification of the grievance prone areas and all necessary efforts are made to align the standard of offered services with recipient expectation. Introduction of Toll Free Call Centre is a step taken to promote Government to Citizen (Pensioners) interaction. This initiative can also be replicated in other similar organizations, which have direct interface with the public for delivering services. This system is financially viable and sustainable over a period of time. The Grievance Redressal mechanism has been running for the last two years. Interface with software and Toll Free Call Centre with enhanced lines has been received very well.

PCBEC (Web based application for centralized revenue reporting)

An initiative was taken up by the Principal Accounts Office, CBEC recently, to equip all its PAOs to perform their functions of accounting and reporting through an automated process, replacing physical instruments and processes with electronic means. This IT initiative is named as "PCBEC (Pr. Chief Controller of Accounts, CBEC)".

PCBEC is a web-based application, aimed at gathering data from various sources, processes and generates consolidated reports. For this purpose, a Multi Protocol Level Switching virtual Private Network (MPLS VPN) has been established which connects all field offices with the Central Server (PCBEC) of O/o Pr. CCA, CBEC. The Central Server collects data from all PAOs, DG, Systems of CBEC/NSDL, banks and RBI and acts as a repository of revenue collections data. It also serves as storage from where data exchange between various servers located at 67 revenue PAOs takes place. The application is capable of taking care of errors in data downloaded from NSDL and automatically calculates delayed remittances and integrates with the central server for facilitating MIS and reporting requirements of CBEC.

The main business processes of PCBEC are:

- Master data management by getting master data from O/o DG (Systems) / NSDL and making it available to PAOs.
- Non-interactive data transfer between PAOs and PCBEC central server.
- Collect data from sources mentioned above through synchronization technology
- File based data transfer between other sources and PCBEC central server.
- Reconcile challan information between PAOs and banks.
- Offer a secured environment to PAOs and banks.

The application has been rolled-out and is running successfully.

The PCBEC delivers the following benefits:

- Accurate and timely reporting of Flash Figures to senior officials of Ministry of Finance.
- To assess the performance of authorized banks engaged in collection of duties/taxes.
- Consolidate data from PAO and generate various MIS reports.
- Centralized process of reconciliation and delayed interest.
- Calculate delayed period interest.

Criteria for selection of Best Performing PAO units

Sl. No.	Criteria	Weightage
1.	Bill pendency status by taking Average of (No. Pending / Total Number of Bills) per month	10%
2.	Monthly Consolidation of Accounts upto 5 th of the following month	10%
3.	Electronic Incorporation of Bank Scrolls, LOPs from CDDOs by PAO by taking average of (No./total) per month	5%
4.	Bank Reconciliation Status by taking the average of (No. of unreconciled cheques/ total no. of cheques) per month	5%
5.	GPF Ledger Update Status of last Consolidated Month by measuring (a) Exact match of Ledger and Accounts normalised w.r.t. total no. of subscribers (b) less than 30% difference between Ledger and Accounts normalised w.r.t. total no. of subscribers	10%
6.	Pension case status by taking the average of (Pension cases pending / total no. of pension cases) per month	10%
7.	Health of COMPACT and e-Lekha could be assessed on: (a) COMPACT Backups = Average of (No. of backups / total no. of days) per month (b) e-Lekha daily Uploads = Average of (No. of Uploads / total no. of days) per month (c) COMPACT on latest version and latest Release / older Release (d) No. of invalid DDO codes used in COMPACT	16%
8.	Reconciliation of CPSMS and COMPACT figures on monthly basis	10%
9.	100% uploading of budget as per DDGs of the Ministry	4%
10.	100 % achievement of Internal Audit targets	10%
11.	Maintenance of record including Service book, leave account etc. and weeding out of records	5%
12.	Maintenance and upkeep of office premises, modernization of office etc.	5%

N.B.

1. The rating against the parameters mentioned above is to be done for the period from April, 2011 to December, 2011.

2. The report relating to criteria mentioned at Sl. No. 1 to 9 would be available with CGA office in the form of an MIS furnished by NIC while the criteria mentioned at Sl. No. 10 to 12 the inputs would be furnished by CCAs / Pr CCAs

3. In respect of criteria mentioned at Sl. No. 5 above 10% would be given in the event of exact match of ledger and accounts but it would be restricted to 5% if the difference is less than 30%. No marks would be allotted if the difference is more than 30%.

List of Best Performing PAOs

Sl. No.	Name of PAO	Award Received by
1.	1. RPAO (IMD), Chennai	Shri S.S. Raghavan, AAO
2.	1. PAO (DGCA), New Delhi	Shri J.L. Ramnani, ACA
3.	1. PAO (Textile) Mumbai	Smt. J.R. Sundari, Sr. AO
4.	1. PAO (Labour Bureau) Chandigarh	Shri J.P.S. Doody, Sr. AO
5.	1. PAO (Sectt.) Eco. Aff. New Delhi 2. PAO (CNP) Nasik 3. PAO (NSO) Nagpur 4. PAO (ISP) Nasik Road 5. PAO (Revenue) New Delhi	Shri Balram Jain, Sr. AO Shri S.N. Nale, PAO Shri S.G. Deshpande, Sr. AO Shri S.N. Shinde, PAO Shri Kaushlesh Kumar, PAO
6.	1. PAO (Corporate Affairs), Mumbai	Smt. Lekha Nair, AO
7.	1. PAO, NDMA, New Delhi 2. PAO, CISF, New Delhi	Shri Ramesh Lal, Sr. AO Shri Hari Om Aggarwal, PAO
8.	1. Pr. PAO (Mines), New Delhi 2. PAO (GSI), CR Nagpur 3. PAO (GSI), Kolkata 4. PAO (GSI) Hyderabad 5. PAO (GSI) Lucknow 6. PAO (GSI) Bangalore	Shri H.P. Singh, Sr. AO Shri M.P. Deshpande, Sr. AO Shri Pranab Banerjee, Sr. AO Shri K.K. Dewakaran, Sr. AO Shri Ramesh Chandra, Sr. AO Shri M.S. Prathap, ACA
9.	1. PAO, CEC, Vadodara 2. PAO, CE, Coimbatore 3. PAO, CEX, Tirunelveli 4. PAO, CCE, Indore	Shri K.G. Mathew, PAO Shri S. Ramesh Babu, Sr. AO Shri D. Sasidharan, AO Shri Kuldeepak Sodhi, PAO
10.	1. PAO, WCD, New Delhi	Shri J.K. Sangwan, PAO
11.	1. PAO (Explosives), Nagpur	Shri R.S. Shende
12.	1. ZAO (CBDT), Chennai	Smt. Amutha Pandiyarajan

List of CGA Best Practice Award

Sl. No.	Department/ Office	Name of the Initiative	Award Received by
1.	CPAO	The Grievances Redressal Mechanism	Shri Sunil Kumar Sharma, PAO
2.	CBEC	PCBEC (web based application)	Shri Sanjeev Kumar, Sr. AO Shri M.V. Cherian, AAO (Retd.)