

Su. Satish/Satish  
22/05/17

Encls.



**Government of India**  
**Department of Telecommunications**  
**O/o Controller of Communication Accounts**  
**Bihar Circle, CCA Building, BudhMarg, Patna-800001**  
**Ph. No.:- 0612-2213101/Fax No.:- 0612-2223509**  
**E-Mail:- cca-bih@nic.in**

No. CCABR/ 1-System/08/2017-18/119

Date:- 05.05.2017

To,  
All Sr. AO/AO (Admin, Pension, GPF)  
O/o the CCA, Patna

181512

22/05/17  
L.A, P.V.A, USO, CASH

22/5  
22/5/17

**IMPLEMENTATION OF eCCAMobile App Portal**

Brief guidelines for implementation of eCCA Mobile App Portal is hereunder for necessary compliance :-

**1. For digitally received pension grievances –**

- i. D.H. (Pension) has to login to grievances portal on daily basis.
- ii. She/He shall take a print out of grievance and shall be marked by Sr. A.O. (Pension) to concerned.
- iii. After due processing, the case shall be settled.
- iv. A copy of the output shall be sent back to D.H. (Pension), who will feed it on the portal and keep the copy in a file of eCCA grievance portal.

**2. For digitally received G.P.F grievances –**

- i. D.H.(GPF) has to login to grievances portal on daily basis.
- ii. She/He shall take a print out of grievance and shall be marked by Sr. A.O. (GPF) to concerned.
- iii. After due processing, the case shall be settled.
- iv. A copy of the output shall be sent back to D.H. (GPF), who will feed it on the portal and keep the copy in a file of eCCA grievance portal.

**3. For digital query grievances –**

- i. D.H.(Admin.) has to login to grievances portal on daily basis.
- ii. She/He shall take a print out of query and shall be marked by ACCA/Sr A.O. (Admin.) to concerned.
- iii. After settlement of the case, the output document shall be sent to Admin section for keeping it in the file & upload on the portal by the DH (Admin).



**4. For offline grievancēs/Queries –**

- i. D.H.(Central Receipt) shall open the eCCA grievance portal and feed the offline grievance by making the basic entries like Name, subject under appropriate category etc of grievance.
- ii. She/He need not scan and upload the grievance in original.
- iii. The rest of process as in 1, 2 or 3 (depending on grievance type) shall follow.

**5. Role of D.H. as mentioned in 1,2,3,4 above has been summarized below-**

- i. Shall login to grievances portal on daily basis.
- ii. Shall maintain eCCA grievances portal file.
- iii. Shall upload output of the case to the eCCA grievances portal.

**6. Role of D.H.of Admin –**

- i. Shall take a monthly output of GPF, Pension & Query vis-a-vis settled/pending cases and put up upto CCA for perusal by 10<sup>th</sup> of next month.

*S.N. Mishra*  
4/5/17  
Dy CCA