



**Government of India**  
**Department of Telecommunication**  
**O/o Controller of Communication Accounts**  
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Date:- 28.04.2017

**OFFICE ORDER**

The competent authority has been pleased to order that the following officials will perform duties of D.H-A in their respective sections as per SOP for successful implementation of O/o CCA, Bihar mobile App nicknamed, "eCCA Bihar".

Sr. No.	Section	Official
1.	Pension	Shri. Sitesh Satyam, SA
2.	GPF	Shri Rajesh Kumar Lal, SA
3.	Admin	Shri Ajeet Kumar Upadhyay, SA
4.	Central Receipt	Shri Ajeet Kumar, LDC

Standard operating procedures for proper functioning of eCCA Bihar mobile App, the grievance portal have been finalised. A copy of SOP is enclosed herewith for necessary action. All are requested to go through and act accordingly. In absence of the above on account of leave etc. the look after official shall be responsible.

Sr.AO (Admin.)

To,

1. Officials concerned.

Copy To:-

1. Sr. AO (Pension) for necessary action.
2. Sr. AO (GPF) for necessary action.
3. Sr.AO (Admin.) for necessary action.
4. Dy. CCA for kind information.

Copy for information to:-

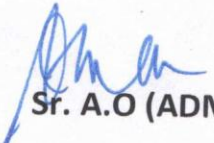
5. PS to CCA for information pls.
6. PA to Jt. CCA for information pls.



# Standard Operating procedures of eCCA Mobile App Portal

- 1. For digitally received pension grievances –**
  - i. D.H- A (pen.) has to login to grievances portal on daily basis.
  - ii. D.H- A (pen.) shall take a print out of grievance and shall be marked by Sr. A.O (pen.) to concerned D.H- B (pen.).
  - iii. After due processing, the case shall be settled.
  - iv. A copy of the output shall be sent back to D.H- A (pen.), 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- A (GPF) has to login to grievances portal on daily basis.
  - ii. D.H- A(GPF) shall take a print out of grievance and shall be marked by Sr. A.O (GPF) to concerned D.H- B (GPF).
  - iii. After due processing, the case shall be settled.
  - iv. A copy of the output shall be sent back to D.H- A (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- A (Admin.) has to login to grievances portal on daily basis.
  - ii. D.H- A (Admin.) shall take a print out of query and shall be marked by ACCA/Sr A.O (Admin.) to concerned section.
  - 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.
- 4. For offline grievances/Queries –**
  - i. D.H- A(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. D.H- A (central receipt) need not to scan and upload the grievance in original.
  - iii. The rest of process as 1, 2 or 3 (depending on grievance type) shall follow.
- 5. Roll of D.H- A as mentioned in 1,2,3,4 above has been surmised 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. Roll of D.H- A of Admin –**
  - i. D.H- A (Admin) shall take a monthly output of GPF, Pension & Query vis-a-vis settled/pending cases and put up.

# Similar file is maintained for PG Portal as well.

  
Sr. A.O (ADMIN.)