

New initiatives

The office of the Accountant General (A&E), Haryana, Chandigarh forming part of the institution of Comptroller and Auditor General of India is committed to ideals of good governance, transparency and efficient service delivery system. With this in view, necessity was felt to continue to strive to upgrade the performance of Accounts & Entitlement work entrusted to the office. The following new initiatives have been undertaken in this direction.

- **Visitors Cell at Reception**

A Cell at the Reception has been made operational for registering and keeping a record of the grievances of the visiting Haryana Govt. employees and retirees in connection with their grievances relating to Loan and GPF Accounts and pensionary and GPF dues. The visitors will be issued a visiting Pass for contacting the section concerned for the purpose. On return, the visitor will return the card. The receptionist will keep a necessary note in the office records.

- **Grievances Redressal Cell under the direct charge of the Accountant General**

The Cell has been made functional for keeping a track not only for the redressal of grievances of stakeholders who visit the office personally and get their grievances registered at the Reception Counter but also of those who mail (NehraDS@cag.gov.in) or fax (0172-2603824) their grievances to the Accountant General by Name or even ring up (0172-2615381) for the needful. Accountant General personally ensures prompt and satisfactory disposal of their grievances under intimation to them.

- **Meeting with Heads of Offices/Drawing and Disbursing Officers at the District Headquarters.**

Another initiative taken by the Accountant General was to hold a meeting with Heads of Offices/Drawing and Disbursing Officers starting with Bhiwani on 17th January 2012 in Panchayat Bhawan, Bhiwani which was attended by at least 220 persons including SDOs (Civil), Bhiwani, Tosham and Charkhi Dadri, DSP (Headquarters), Treasury Officer and District Revenue Officer attending the meeting. During the meeting, the Accountant General solicited their active cooperation and involvement in addressing the concerns of various stakeholders and coming up to their expectations by providing improved delivery

service. He also impressed upon them to furnish expeditiously the information/documents called for from them by supply the lists relating to

- i) Withheld Death-cum-Retirement Gratuity
- ii) Missing G.P. Fund Credits
- iii) Issuance of No Demand Certificates of long term advances
- iv) Clearance of Outstanding balances under Public Works Suspense and Remittance Heads.

Print and Electronic media also covered the proceeding of the meeting. Some of the photographs taken are exhibited on the official website.