



Office Order No./Gr. Cell/Samadhan/2026/I/1409798/2026 Date:-28-04-2026

Subject: Rollout of Applications/Complaints Module on EASE Portal for General Section and EDP Cell

The **Applications/Complaints Module** for the **General Section/EDP Cell** of the EASE Portal of this office shall be rolled out with effect from **28th April, 2026** for online submission, tracking, processing and disposal of complaints relating to the **General Section** and **EDP Cell**.

The module has been introduced with the objective of replacing informal/manual complaint handling with a transparent digital workflow. It shall enable users to submit complaints online, generate reference numbers for tracking, allow the concerned admin users to mark applications as seen, update status, resolve, reject or forward complaints, and provide visibility of status to the applicant.

The Complaints Module may be accessed through the **EASE Portal** of this office at <https://ease.agjharkhand.in>. All officers and officials shall log in through their existing EASE credentials and access the **Applications** tab under the relevant section as per their requirement.

For filing complaints, users shall select either **General Section** or **EDP Cell**, depending upon the nature of the complaint. Complaints relating to general office services, maintenance, facilities or similar matters shall ordinarily be submitted to the **General Section**, while complaints relating to IT systems, hardware, software, network, login/access issues or other technical matters shall ordinarily be submitted to the **EDP Cell**.

All officers and officials of this office shall, henceforth, use the Complaints Module on the EASE Portal for raising complaints relating to the General Section and EDP Cell. Manual or informal submission of such complaints shall be avoided except in exceptional cases, with the approval or knowledge of the competent authority.

The **admin users of General Section and EDP Cell** shall be responsible for monitoring complaints received through the module, marking applications as seen, updating status, resolving complaints, rejecting inadmissible complaints with proper remarks, forwarding

complaints to the relevant section wherever necessary, and submitting monthly reports as prescribed in the Standard Operating Procedure enclosed with this Office Order.

All officers and officials are directed to comply with the enclosed **Standard Operating Procedure (SOP)** for use of the Complaints Module on the EASE Portal.

Shri Sanjeev Kumar Gupta, EDP Section, shall be the contact person for any issues related to the **EDP Applications/Complaints Module**, and **Shri Harendra Kumar, AAO, General Section**, shall be the contact person for any issues related to **General Section Applications/Complaints module**.

This issues with the approval of the competent authority.

Digitally signed by
Bhargav Ram Khyathi
Date: 28-04-2026
17:41:09

Deputy Accountant General/DTL
(Accounts & VLC)

Encls : SOP

Copy to:

1. Secretary to Pr. Accountant General (A&E), Jharkhand, Ranchi
2. Sr. Deputy Accountant General (Administration)
3. Deputy Accountant General (Pension & Entitlements)
4. All Sr. Accounts Officers of the office
5. All Assistant Accounts Officers of the office
6. Sr. Accounts Officer, General Section
7. Sr. Accounts Officer, EDP Cell
8. Notice Board / EASE Portal / Office Website for circulation

A. Procedure for General Users / Complainants

1. Login and Access to Applications Module

- The user shall log in to the **EASE Portal** using existing EASE login credentials.
- After login, the user shall select the relevant module, namely **General Section** or **EDP Cell**, depending upon the nature of the complaint to be raised.
- The **General Section** shall ordinarily be selected for complaints relating to general office services, office infrastructure, facilities, maintenance, housekeeping, office arrangements and related matters.
- The **EDP Cell** shall ordinarily be selected for complaints relating to IT systems, computers, printers, scanners, network, internet, login/access issues, software applications, EASE-related issues and other technical matters.
- After entering the relevant module, the user shall click on the “**Applications**” tab available on the top menu bar.

2. Filing a New Complaint

- On the Applications page, the user shall use the “**File a new application**” section for raising a complaint.
- The user shall first select “**Complaint**” from the **Select Service Type** drop-down menu.

3. Selection of Issue

- After selecting the service type as **Complaint**, the user shall select the relevant issue from the **Select Issue** drop-down menu.
- For EDP Cell complaints, the issue list may include options such as:
 - **Mouse Not Working**
 - **Internet Not Working**
 - **Printer Sharing Issue**
 - **VLC Application Not Working**
 - **Scanner Not Working**
 - **Other**
- The user shall select the issue which most closely corresponds to the problem being reported. Where the issue is not covered in the predefined list, the user may select **Other** and provide clear details in the description field.

4. Selection of Section / Location

- The user shall select the concerned section/location from the **Select Your Section** drop-down menu.
- The list may include sections such as **Account Current-I, Account Current-II, Appropriation Accounts, Book, DAG Accounts Secretariat, Deposit Cell** and other sections of the office.
- The section/location shall be selected carefully, as it indicates the place or office section to which the complaint pertains.

5. Entry of Complaint Details

- The user shall enter the complaint details in the field titled “**Write Details / If nothing then write None.**”
- The complaint details should be brief but specific. They should clearly indicate the nature of the problem, item/system affected, location, user/section concerned and any other relevant details required for taking action.
- Where no additional details are required, the user may write “**None**” as indicated in the field label.

6. Submission of Complaint

- After filling in all required details, the user shall click the **Submit** button to file the complaint.
- The user shall ensure that all mandatory fields are filled before submission. If any mandatory field is left blank, the system may show a validation message such as “**Value is required**”, and the complaint shall not be submitted until the required information is provided.
- On successful submission, the system shall generate a unique **Reference Number** for the complaint/application.

7. Tracking of Complaint

The user may track complaints from the same Applications page.

- The page displays a summary of applications/complaints under categories such as:
 - **Total**
 - **Pending**
 - **Resolved**
 - **Closed**
- The user may also use available filters/search tools, including:
 - **Date Range Filter**
 - **Reference Number Search**
 - Status-wise tabs such as **Pending, Resolved, Closed** and **Rejected**

8. Status of Complaint

A complaint may reflect any of the following statuses:

1. **Pending:**
The complaint has been submitted and is awaiting action by the concerned admin user.
2. **Resolved:**
The complaint has been attended to and marked as resolved by the concerned admin user. It awaits confirmation by the applicant.
3. **Closed:**
The applicant has confirmed that the complaint has been resolved, and the

complaint stands closed.

4. **Rejected:**

The complaint has been rejected by the concerned admin user with remarks, wherever applicable.

9. Viewing Complaint Details and History

- The user may open the complaint card to view detailed information and progress.
- The complaint details may display:
 - Reference Number
 - Date and time of filing
 - Section where the complaint is currently pending
 - Section where the complaint was initially filed
 - Issue title
 - Complaint details
 - Location/section concerned
 - Name and employee ID of the applicant
 - Current status
 - Remarks/status updates, wherever available
- The user may click **Show History** to view the timeline of action taken on the complaint, including when the complaint was seen and resolved.

10. Confirmation of Resolution

- Where a complaint is marked as **Resolved**, the user shall verify whether the issue has actually been resolved.
- If the issue has been resolved satisfactorily, the user shall click the **Confirm Resolution** button.
- On clicking this button, the system may display a confirmation prompt stating **“Your problem has been resolved? You won’t be able to revert this!”**. The user shall click **Yes** only after satisfying himself/herself that the issue has actually been resolved.
- After confirmation, the complaint shall move to the **Closed** status.

11. Rating and Feedback

- After the complaint is resolved/closed, the user may provide **rating and feedback**, wherever the option is available in the system.
- The feedback should be relevant, factual and limited to the manner and quality of disposal of the complaint.

12. Responsibility of Applicant

The applicant shall ensure that:

1. The complaint is raised under the correct module, namely General Section or EDP Cell.
2. The correct service type and issue are selected.
3. The correct section/location is selected.

4. Complaint details are clear, factual and sufficient for action.
5. Duplicate complaints for the same issue are avoided.
6. Complaint status is tracked through the EASE Portal.
7. Resolution is confirmed only after the issue has actually been resolved.
8. Feedback, wherever given, is fair and relevant.

B. Procedure for Admin Users of General Section and EDP Cell

1. Login and Access to Applications Management

- The admin users of **General Section** and **EDP Cell** shall log in to the **EASE Portal** using their designated admin credentials.
- After login, the admin user shall click on the **Applications Management** tab available on the top menu bar.
- The Applications Management dashboard shall be used for viewing, monitoring and processing complaints/applications received through the Applications Module.

2. Applications Management Dashboard

- The Applications Management dashboard displays the complaint/application records along with summary indicators and filters.
- The dashboard may show status-wise figures such as:
 - **Total**
 - **Pending**
 - **Resolved**
 - **Closed**
 - **Forwarded to others**
 - **Rejected**
- The admin user shall use this dashboard for monitoring pendency, disposal and status of complaints received by the concerned section.

3. Filtering and Searching Applications

- The admin user may use available filters to locate and review complaints/applications. These may include:
 - **Year**
 - **Month**
 - **Application Date / Date Range**
 - **Category**
 - **Status**
 - **Reference Number**
 - **From Section**
 - **Search by Name, Mobile or Subject**
- The admin user may also use the refresh/filter option to update or narrow the displayed records.

4. Review of Application Details

- The Applications Management table displays key details of each complaint/application, such as:
 - Serial Number
 - Reference Number
 - Section to which the complaint was filed and where it is presently pending
 - Category
 - Issue
 - Details of complaint
 - Section/location concerned
 - Applicant name and employee ID
 - Date and time of creation
 - Current status
 - Remarks
 - Resolution status
 - Date/time of resolution, wherever applicable
 - Action options
- Before taking action, the admin user shall review the issue, details, section, applicant particulars and current status carefully.

5. Marking an Application as Seen

- On receiving a new complaint/application, the admin user shall first examine the application and click the **Seen** button available in the action column.
- The system may display a confirmation prompt asking whether the application should be marked as seen. The admin user shall click **Yes** after verifying the complaint.
- Once marked as seen, the status of the application shall be updated accordingly and shall be visible to the applicant. This provides assurance to the applicant that the complaint has been viewed by the concerned section and action is being initiated.
- Applications shall be marked as **Seen within two working days** from the date of registration.

6. Updating Status / Remarks

- The admin user may update the status/remarks of the complaint by using the **Status** or **Remark** option available against the application.
- Status updates and remarks shall be brief, clear and relevant, as these may be visible to the applicant and may form part of the application history.
- The admin user shall avoid vague entries and shall record meaningful remarks wherever action has been taken or further clarification is required.

7. Resolution of Complaint

- Where the complaint has been attended to and the issue has been resolved, the admin user shall click the **Resolve** button.
- The system shall display a **Resolve Application** window requiring a resolution

note. The admin user shall enter a proper resolution note describing the action taken. The note shall be sufficiently clear and shall ordinarily contain at least the minimum required characters prescribed by the system.

- After entering the resolution note, the admin user shall click **Resolve** to mark the application as resolved.
- Once resolved, the complaint shall move to the **Resolved** status and shall be available to the applicant for confirmation of resolution.

8. Closure by Applicant

- After the admin user marks a complaint as **Resolved**, the applicant shall verify the resolution and may click **Confirm Resolution**.
- Upon confirmation by the applicant, the complaint shall move to the **Closed** status.
- The admin user may monitor closed complaints through the **Closed** status filter on the Applications Management dashboard.

9. Rejection of Application

- Where a complaint is inadmissible, duplicate, incorrectly filed, unrelated to the concerned section, already attended to, or otherwise not actionable, the admin user may reject the application through the available action options, including **Show More Actions**, wherever applicable.
- While rejecting an application, the admin user shall enter appropriate rejection remarks so that the applicant is informed of the reason for rejection.
- Rejection shall be done only after proper scrutiny of the complaint.

10. Forwarding of Application

- Where a complaint does not pertain to the section in which it has been filed, or where another section is competent to take action, the admin user may forward the application to the relevant section through the available forwarding option.
- Applications requiring forwarding shall not be kept pending unnecessarily and shall ordinarily be forwarded at the earliest after initial scrutiny.
- Forwarded applications may be monitored through the **Forwarded to others** status indicator on the dashboard.

11. Use of History and Audit Trail

- The admin user may use the **Show History** option to view the action history of the application.
- The history/timeline may display events such as:
 - Application marked as seen
 - Status/remarks updated
 - Application resolved
 - Application closed by applicant
 - Application forwarded or rejected, wherever applicable
- The history shall be used for monitoring, verification and audit trail purposes.

12. Monitoring of Pendency

- The admin users of General Section and EDP Cell shall regularly monitor the dashboard to ensure that complaints do not remain unattended.
- Pending applications shall be reviewed periodically and appropriate action shall be taken by marking them as seen, updating remarks, resolving, rejecting or forwarding them, as applicable.
- Complaints requiring rejection or forwarding shall be acted upon promptly and shall not be kept in limbo.

13. Reports and Monthly Reporting

- The admin users shall generate or prepare a **Monthly Status Report** from the Applications Management dashboard/available report facility.
- The report shall include, as available in the system:
 - Total number of complaints received
 - Number of complaints pending
 - Number of complaints marked as seen
 - Number of complaints resolved
 - Number of complaints closed
 - Number of complaints forwarded to other sections
 - Number of complaints rejected
 - Details of long-pending complaints, if any
- The designated admin users of General Section and EDP Cell shall submit the Monthly Status Report to the **Deputy Accountant General (A/Cs and VLC)** by the **10th of the succeeding month**.

14. Responsibility of Admin Users

The admin users of General Section and EDP Cell shall ensure that:

1. Complaints are checked regularly in the Applications Management dashboard.
2. New complaints are marked as seen within the prescribed timeline.
3. Status/remarks are updated promptly and accurately.
4. Complaints are resolved after actual action is taken.
5. Resolution notes are clear and meaningful.
6. Rejection is done only after due scrutiny and with proper remarks.
7. Complaints requiring action by another section are forwarded without delay.
8. Pendency is monitored regularly.
9. Monthly status reports are submitted within the prescribed timeline.
10. All actions are taken transparently and through the system-generated workflow.

15. Timelines

The following timelines shall be followed by the admin users:

1. **Marking of Complaint as Seen:**
Within **two working days** from the date of registration of the complaint.
2. **Rejection / Forwarding of Complaint:**
At the earliest after scrutiny, wherever required.

3. Resolution / Status Update:

As soon as action is taken, with appropriate remarks/resolution note.

4. Monthly Status Report:

By the **10th of the succeeding month.**
