



Office order/GR Cell/2025/I/1102447/2025

Date: 27-08-2025

### Office Order

#### **Subject: Operationalization of the EASE Web Portal – SAMADHAN Module for Grievance Registration and Management**

In pursuance of the decisions taken in the meeting held on 04.08.2025 under the chairmanship of the Principal Accountant General (A&E), Jharkhand, it is hereby notified that the **SAMADHAN Module under the EASE (E-Administration Solution for Employees) Web Portal (<https://ease.agjharkhand.in>)** has been implemented in this office. With effect from 27.08.2025, all grievances shall be registered and processed exclusively through the SAMADHAN Module of the portal.

All officers and staff shall log in using their assigned credentials and ensure the following:

1. **Regularly monitor grievances marked to their sections** and ensure correct sectional mapping under the "Profile" tab. In case of any incorrect section mapping, please raise a Section Change Request from your Profile Management page.
2. Sectional In-Charges shall ensure that their dealing hands log in and familiarize themselves with the portal interface for daily usage. Any technical or operational issues should be reported promptly to the Grievance Cell.
3. Grievance-related visitors must be routed through the Grievance Cell only, if a grievance visitor approaches any section or officer directly, they **must be politely directed to the Grievance Cell for proper registration and routing of their case.**
4. **Entertaining any grievance-related visitor without a valid Visitor Slip issued by the Grievance Cell will be treated as a serious matter by the competent authority and may invite administrative action.**

This issues with the approval of the Principal Accountant General (A&E), Jharkhand.

Digitally signed by  
Bhargav Ram Khyathi  
Date: 27-08-2025  
17:18:40  
Deputy Accountant General

(Admin.)

Copy for information and necessary action to :

1. Secy. to Pr. Accountant General (A&E), Jharkhand

2. Sr. DAG(A)/ DAG(Pension & GE) / DAG (A/cs & Works)
3. All Branch Officers through electronically.
4. All AAOs through electronically
5. Notice Board

Deputy Accountant General (Admin.)

# STANDARD OPERATING PROCEDURE (SOP)

## For Grievance Registration, Monitoring and Redressal through SAMADHAN Web Portal

Office of the Principal Accountant General (A&E), Jharkhand, Ranchi

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### 1. Introduction

The Office of the Principal Accountant General (A&E), Jharkhand has implemented the SAMADHAN Module under the EASE (E-Administration Solution for Employees) Web Portal for systematic registration, monitoring, processing and disposal of grievances.

The system has been introduced with the objective of establishing a transparent, accountable, time-bound and digitally monitored grievance redressal mechanism for pensioners, government employees and other stakeholders.

The SAMADHAN system provides end-to-end digital workflow management for grievances received through multiple channels, including public grievance registration through the public portal.

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### 2. Objectives of the SOP

The objectives of this SOP are:

1. To establish a uniform procedure for grievance registration and disposal.
  2. To ensure accountability and transparency in grievance handling.
  3. To provide time-bound monitoring and redressal.
  4. To define the roles and responsibilities of Grievance Cell, Sections, AAOs/Sr. AOs and dealing assistants.
  5. To enable digital tracking and reporting of grievances.
  6. To provide guidance regarding use of the SAMADHAN Portal.
  7. To reduce unnecessary physical visits of grievance-related visitors to sections.
  8. To maintain a centralized grievance management system.
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### 3. Scope

This SOP shall apply to all grievances relating to Pension, Gazetted Entitlement (GE), Accounts, Administration and other entitlement-related matters received in the Office of the Principal Accountant General (A&E), Jharkhand.

This SOP shall be applicable to:

- Grievance Cell
  - All Group Officers
  - Sr. AOs / AAOs
  - Dealing Assistants
  - Public users utilizing the SAMADHAN Public Portal
  - Pensioners and stakeholders visiting the Grievance Cell
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### 4. SAMADHAN Portal

The SAMADHAN Portal is available at:

Public Portal:

<https://samadhan.agjharkhand.in>

Internal EASE Portal:

<https://ease.agjharkhand.in>

The system enables:

- Online grievance registration
  - Dashboard-based monitoring
  - Digital task assignment
  - Section-wise grievance tracking
  - SMS-based acknowledgement and updates
  - Time-stamped workflow tracking
  - Digital closure and reporting
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## 5. Sources of Grievances

Grievances may originate from any of the following sources:

| Sl. No. | Source                      | Description   |
|---------|-----------------------------|---|
| 1       | SAMADHAN Public Portal      | Grievances registered online by pensioners/public users     |
| 2       | Grievance Cell Visitors     | Complaints/grievances received physically at Grievance Cell |
| 3       | CPGRAMS                     | Grievances received through CPGRAMS                         |
| 4       | Headquarters                | Cases forwarded by Headquarters                             |
| 5       | Dak / Post                  | Physical letters received through inward dak/post           |
| 6       | Email / Official References | Complaints received through official correspondence         |

As part of the Phase-I rollout, the Grievance Cell is presently handling only grievances registered through the SAMADHAN Portal for centralized monitoring and disposal. In subsequent phases, grievances received through other sources/channels shall also be integrated and processed through the SAMADHAN system.

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## 6. Structure of Grievance Redressal Mechanism

### a) Grievance Cell

The Grievance Cell shall function as the centralized nodal point for grievance registration, monitoring, routing and closure.

### b) Concerned Sections

The concerned section shall process and resolve grievances relating to their subject matter.

### **c) Sectional In-Charge / Controlling Officer**

The Sr. AO/AAO shall supervise grievance disposal within the section.

### **d) Dealing Assistant**

The dealing assistant shall examine the grievance and prepare factual response/action.

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## **7. Roles and Responsibilities**

### **7.1 Grievance Cell**

The Grievance Cell shall:

1. Register grievances received physically or through other channels.
  2. Scrutinize grievances before marking.
  3. Assign grievances to the appropriate section.
  4. Monitor pendency through dashboard.
  5. Liaise with sections for timely disposal.
  6. Review replies submitted by sections.
  7. Ensure quality and completeness of grievance replies.
  8. Close grievances after verification.
  9. Generate reports and analytics.
  10. Assist public users/pensioners in grievance registration.
  11. Maintain visitor management system.
  12. Coordinate with technical/admin teams regarding portal-related issues.
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### **7.2 Sectional In-Charge / Sr. AO / AAO**

The concerned Sectional In-Charge shall:

1. Regularly monitor grievances assigned to the section.
2. Assign grievances to the appropriate dealing assistant.
3. Ensure timely examination and disposal.
4. Supervise correctness of replies.
5. Update status in the portal.

6. Ensure no grievance remains unattended.
  7. Escalate issues wherever required.
  8. Ensure staff familiarity with the SAMADHAN system.
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### **7.3 Dealing Assistant**

The dealing assistant shall:

1. Examine records relating to the grievance.
  2. Prepare draft reply/action taken note.
  3. Submit response through the portal workflow.
  4. Maintain timeliness in disposal.
  5. Coordinate with other sections wherever required.
  6. Update factual status and supporting remarks.
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### **7.4 Public User / Applicant**

The complainant/applicant shall:

1. Register grievances with correct details.
  2. Provide proper supporting information/documents.
  3. Use correct grievance category.
  4. Track grievance status through the portal.
  5. Avoid duplicate grievances.
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## **8. Simplified Workflow**

### **STEP 1: Grievance Registration**

(By Grievance Cell / Public Portal)

### **STEP 2: Task Marking**

Grievance Cell officials shall mark the grievance to the appropriate section.

### **STEP 3: Internal Tasking**

The AAO/Sr. AO shall further assign the grievance to the concerned dealing assistant within the section.

### **STEP 4: Examination and Resolution**

The dealing assistant shall examine the records and submit the response/action taken as remarks in the portal.

### **STEP 5: Review & Approval**

The AAO/Sr. AO shall review the reply and update the status as “Resolution to Grievance”.

### **STEP 6: Closure**

The Grievance Cell shall review the final response and close the grievance.

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## **9. Workflow for Public Portal Grievances**

### **9.1 Registration by Public User**

A pensioner/public user may register grievance through:

<https://samadhan.agjharkhand.in>

The user shall:

1. Fill required grievance details.
2. Enter mobile number.
3. Complete OTP verification.
4. Submit grievance.

Upon successful registration:

- A unique grievance number shall be generated.
  - SMS acknowledgement shall be sent.
  - Date of registration shall be communicated.
  - Applicant may track grievance online.
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## 9.2 Tracking Facility

The applicant may track grievance status through the public portal using:

- Grievance Number
- Mobile Number

The portal shall display:

- Current status
  - Section handling the grievance
  - Latest action taken
  - Resolution remarks
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## 9.3 Resolution Communication

Upon disposal/resolution:

- Resolution remarks/reply shall be updated in the portal.
  - SMS notification regarding disposal shall be sent to the complainant.
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## 10. Workflow for Physical Visitors

1. Grievance-related visitors shall report to the Grievance Cell.
2. The Grievance Cell shall assist in grievance registration.
3. Visitor details shall be recorded.
4. Visitor Slip shall be issued wherever required.
5. Concerned sections shall ordinarily entertain only routed grievance visitors.
6. Grievances shall thereafter be processed through SAMADHAN.

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## 11. Dashboard and Monitoring System

The SAMADHAN dashboard shall provide:

- Pending grievances
- Resolved grievances
- Closed grievances
- Section-wise pendency
- Time-stamped workflow
- User-wise monitoring
- Analytics and reports

All actions in the system shall form part of digital audit trail.

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## 12. Status Categories

A grievance may reflect any of the following statuses:

| Status      | Meaning                                    |
|-------------|--|
| Pending     | Awaiting action                            |
| In Progress | Under examination/process                  |
| Responded   | Reply submitted by section                 |
| Resolved    | Action completed                           |
| Closed      | Verified and closed by Grievance Cell      |
| Rejected    | Inadmissible/duplicate/incorrect grievance |

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## 13. Timelines

| Activity                  | Timeline                                   |
|---------------------------|--|
| Registration of grievance | Same day / earliest possible               |
| Marking to section        | Within 1 working day                       |
| Assignment within section | Within 1 working day                       |
| Initial action/update     | Within reasonable time depending on nature |

| Activity          | Timeline   |
|-------------------|--|
|                   | of grievance   |
| Final disposal    | Ordinarily within 30 working days from the date of registration of grievance, in line with the Citizen's Charter and subject to the nature and complexity of the case. |
| SMS/Status update | Immediately upon system update   |

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## 15. Monthly Monitoring and Reporting

The Grievance Cell shall generate monthly reports including:

- Total grievances received
- Group-wise grievances
- Disposal statistics
- Pendency position
- Long-pending cases
- Section-wise performance

Reports may be submitted to higher authorities as required.

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## 16. Responsibilities regarding Data Accuracy

All officials handling grievances shall ensure:

1. Correct data entry.
  2. Proper sectional mapping.
  3. Accurate remarks and replies.
  4. Timely status updates.
  5. Avoidance of duplicate entries.
  6. Confidential handling of sensitive information.
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## 17. Technical Support

The Grievance Cell AAO shall provide technical assistance relating to:

- Login issues
  - Password reset
  - System errors
  - Mapping issues
  - Portal accessibility
  - Technical troubleshooting
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## 18. Compliance

1. All officers and officials shall mandatorily use the SAMADHAN system for grievance handling.
  2. Manual/untracked grievance handling shall be avoided.
  3. Non-compliance with this SOP may be viewed seriously.
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## 19. Audit Trail and Transparency

All activities performed in the SAMADHAN Portal shall remain digitally recorded with:

- User identity
- Date and time stamps
- Action history
- Status movement

The system-generated workflow shall form part of administrative monitoring and audit trail.

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## 20. Conclusion

The SAMADHAN grievance redressal system has been implemented to establish a transparent, citizen-centric and digitally monitored grievance management mechanism in the Office of the Principal Accountant General (A&E), Jharkhand.

All officers and officials shall ensure proper compliance with this SOP for effective and timely grievance redressal.

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**This SOP issues with the approval of the competent authority.**