

Dedicated Grievance Redressal Cell
Kindly Contact at –
0674-2392006

All the Pensioners/Family Pensioners desirous to lodge a complaint for non-finalization or delay in disposal of their pension/family pension cases are requested to contact the officers in the following sequence for redressal.

- 1. First Step** – the pensioner/applicant may contact Asst Accounts Officers of the concerned section over the extension phone number given against their names (in the attached list).
- 2. Second Step**- If not satisfied with the reply or action of the Asst Accounts Officers, he/she may contact concerned Branch Officer over extension number given against their names (in the attached list).
- 3. Third Step**- If still not satisfied with the reply of the Accounts Officers, the pensioner/complainant can reach the Branch Officer of the Co-ordination Section(PM) of the Pension Group, through email at **bopm.od@nic.in**
- 4. Fourth Step**-If unresolved, to raise the complaint to the next level, complainant may contact the Group Officer, **Shri Sanjay Kumar, IA&AS, Deputy Accountant General (pension)** over the telephone number **0674- 2391771** and if necessary, take appointment to meet him on the issues or intimate the case through email at **dagpenae.od@nic.in**

If still not satisfied with the replies or resolution of the case, the complaint may be escalated to the level of Pr. A.G. (A&E). Raising the complaint up to the level of the Dy. C&AG or the C&AG of India may be resorted to only as the last option.

SL NO	SECTIONS	DEALING WITH PENSION CASES OF VARIOUS PENSION SANCTIONING AUTHORITIES	NAME OF THE ASST.ACCOUNTS OFFICERS OF THE SECTIONS	EPABX NO -0674-239-6538 239-4887 239-1419 (EXTN)	NAME OF THE BRANCH OFFICERS OF THE SECTION CONCERNED.	EPABX NO -0674-239-6538 239-4887 239-1419 (EXTN)
1	PM	Administrative controlling section of Pension Group. 1- Issuance of Orders of Dearness Relief / Medical Allowances/ Ex-gratia/ Festival Advance of other State Government Pensioners to the Director of Treasuries & Inspection, Odisha for circulation among all Pension Disbursing Authorities. 2- Issuance of Dearness Relief Orders of Pensioners of Government of Odisha to other Accountant General Offices for circulation among all Pension Disbursing Authorities.	Sri Ravi Kumar	139	Sri Saroj Kumar Behera	112
2	PENSION -7	Authorization of undrawn pension/family pension/ cancellation of return PPO/FPPO/CPO etc.	Sri P Chandan Kumar Sri R.P. Hembram	131	Sri Sarada Prasanna Mohapatra	114
3	SAI-10	Authorization of pensionary benefits to All India service Officers, pension cases of Judges and chief justice of Odisha high Court, pension cases of Member, Chairman of CAT,OAT,OPSC,OERC, Election Commission etc., Authorization of pensions to freedom fighters and authorization of pensionary benefits in case of the Special Seal Authority of other state pensioners.	Sri Sarat Kumar Mohapatra Sri Vidhu Sekhar Tripathy	138	Sri Sarada Prasanna Mohapatra	114
4	SAI-1	Education Department (other than Secretariat Staff) including Director of Public Instruction, Secretary, Higher Education/ Secretary, School & Mass Education, all Inspectors of Schools & District Inspector of Schools Radhanath Institute of Advanced Studies in Education, Cuttack, Director of Tech. Education & Training including Industrial Training Institutes.	Sri Amrit Kumar Gouda Sri P Chandan Kumar	144	Sri Kalyan Kumar Panda	113

5	FSS	Regularization of Service of Govt. officials who are on deputation to the Foreign Bodies and calculation of LSC and PC of above officials for their deputation period, sending demands for LSC and PC to the foreign bodies.	Sri R.P. Hembram Sri Sarat Kumar Mohapatra	137	Sri Sarada Prasanna Mohapatra	114
6	SAI-2	Inspector General of Police, Deputy Superintendent of Police, Superintendent of Police of all Districts, Commandant, Home Guards, Orissa State Armed Police (All Battalions), Special Operation Group, Superintendent of Police, where Pension Sanctioning Authority is Home Department, Director of State Forensic Laboratory, Bhubaneswar/P.M.T., Cuttack, Fire Services/Jails & Inspector General of Prisons, District Probation Officer/Superintendent, Central Home for Men, Women	Sri Akhil Mittal Sri Kailash Ch. Behera	161/162	Sri Saroj Kumar Behera	112
7	SAI-3	Director of State Institute of Health & Family Welfare/Director of Indian Medicine & Homeopathy/Public Health (Medical) including Health Officers of Municipalities & Corporations/Associate Prof. Of Common Medicines/S.C.B. Medical College, Cuttack, M.K.C.G. Medical College, Berhampur, V.S.S. Medical College, Burla, Health & Family Welfare Department, Director of Health Services, Director of Family Welfare, Public Analyst.	Sri Kanhaiya Lal Chourasia Sri Tushar Rana	155/156	Sri Sarada Prasanna Mohapatra	114
8	SAI-4	Public Health Department (Engineering), Works Department, Energy Department, Water Resources Department, Rural Water Supply & Sanitation, National High Ways & State High Ways, Town Planning, Working Plan Officer, Orissa Lift Irrigation Corporation, E.E., Mech. Division, Ambaguda, Koraput, Prachi Division, E.E., Head Works Division (Water Resources), World Bank/C.E., Project, Planning & Formulation, Deputy Director, Data Archiving & Publishing.	Sri Yogeswar Gorain Sri Kailash Kumar Sri Sujeet Tarwey	153/154	Sri Sarada Prasanna Mohapatra	114

9	SAI-5	Agriculture Department including Director of Agriculture/ Director of Agriculture & Food Production/CADA/Director of Horticulture/ Director of Soil Conservation/Gramasevak Talim Kendra/Implement Factory (Director of Agriculture & Food Production)/Fisheries/Animal Resources (Veterinary & Animal Husbandry)/Poultry Breeding/Forest Department/ Director Nandan Kanan Zoological Garden/Director of Sericulture	Sri Raja Babu Sri Navneet Kumar Sri Pradeep Kumar	157/160	Sri Sarada Prasanna Mohapatra	114
10	SAI-6	Director of Treasuries & Inspection/Director of Industries/ Director of Textiles/Controller of Accounts/Scientific Officer Testing Laboratory/District Audit Officers (Local Fund Audit)/Export Promotion and Marketing/Commercial Tax/Sales Tax Tribunal/ Panchayat Raj Department including S.I.R.D./Land Acquisition and where the Pension Sanctioning Authority is the Collectors of the following districts:-Bolangir, Cuttack, Ganjam, Kalahandi, Kendrapara, Puri, Sundargarh, Angul, Boudh, Bhadrakh, Baragarh, Deogarh, Gajapati, Jajpur and Jharsuguda, all B.D.O.s.	Sri Danduboina Dinesh Yadav Sri Ramakanta Nayak	146/147	Sri Sarada Prasanna Mohapatra	114
11	PRC	Revision of pension/family pension cases received through "ARPANA" portal as per 7 th CPC recommendation.	Sri Ravi Kumar Sri R.P. Hembram	132/134	Sri Saroj Kumar Behera	112

12	SAI-7	Land & Revenue Department/Board of Revenue/Settlement/ R.D.C.s/Consolidation/Map Publication/Revenue Department and where the Pension Sanctioning Authority is the Collectors of the following districts:-Balasore, Dhenkanal, Keonjhar, Koraput, Mayurbhanj, Sambalpur, Jagatsinghpur, Khurdha, Kandhamal, Malkangiri, Nabarangpur, Nuapada, Nayagarh, Rayagada and Subarnapur, all Tahasildars/S.D.Os/ A.D.M.s.	Sri Yogesh Solanki Sri Vaibhav Kumar Sharma Sri Manish Kumar	158/159	Sri Saroj Kumar Behera	112
13	SAI-8	O.A.S./O.F.S./District Judiciary/Advocate General/ Tribunals/Welfare Department/Odisha Secretariate (All Departments)/Odisha Secretariate Service/Madhusudan Institute of Accounts & Finance/Odisha Secretariate Training Institute/Gopabandhu Academy of Administration/ Madhusudan Das Regional Academy of Finance & Management Bhubaneswar/District Small Savings Officers/Odisha Public Service Commission/Odisha Shorthand & Typewriting Institute/Revenue & Disaster Management Department/Any other Department (Pension Sanctioning Authority) not attached to other Sections	Sri Vikash Kumar Shaw Sri Om Prakash	148/149	Sri Saroj Kumar Behera	112

14	SAI-9	Housing & Urban Development Department/Excise Department/ Women & Child Welfare Department/Community Development Department/ Transport Department/Metrology/ Civil Supply Department/D.S.W.O.s/Home Economic Center/Registration/R.T.O.s/Inland Water Transport/Legal Meteorology/Mining & Geology Department/Planning & Co-ordination Department/Labour & Employment Department/Tourism & Culture Department/Department of Sports & Youth Services/Odisha Legislative Assembly/Guest House/Governor House/Staff Selection Commission/Utkal Bhavan/Odisha Bhawan/Endowment/Odisha Election Commission/ Employees of State Insurance Scheme/Director of Public Relation/Rajya Sainik Board/ Museum/Port/Civil Aviation/Director of Printing & Stationary/Bureau of Statistics & Economics/Odisha State Archives/Text Book Press/Assistant Registrar of Co-operative Societies & its Sub-ordinate & attached offices	Sri Alok Kumar Mourya Sri Vishwash Kumar Sinha	150	Sri Sarada Prasanna Mohapatra	114
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