



সত্যমেব জয়তে

অসম চৰকাৰ

Govt of Assam

HANDBOOK ON

Kritagyata



Assam Administrative Staff College

Jawaharnagar, Khanapara,
Guwahati-781022, Assam Phone: 0361-2363325,

Website: www.aasc.gov.in

ARTPPG Department, GoA

ড° হিমন্ত বিশ্ব শৰ্মা
Dr. Himanta Biswa Sarma



মুখ্যমন্ত্রী, অসম
Chief Minister, Assam



FOREWORD

The work environment across the globe is undergoing rapid changes, and the utilization of human resources is evolving accordingly, with Assam being no exception. To keep pace with these changes, it is imperative that the Assam government focuses on empowering its human resources with a global outlook while remaining grounded in Indian values.

To achieve this vision, our government is implementing effective changes in work culture and striving to instill new ideas and a broader perspective in the minds of the officials. In line with this effort, the ARTPPG Department of the Government of Assam is introducing a set of training manuals and handbooks. Our Government is ensuring the smooth functioning of the daily administration with the help of these Training Manuals/ Handbooks for the Grade-3 officials. To effectively cater to the requirements of Grade-3 officials, experts have meticulously drafted the training manuals and handbooks, aiming to cover a wide range of relevant topics. Moreover, focused attempts have been made to embed the books with relevant case studies, examples and FAQs on different topics to enable the users to adapt to the procedural yet divergent needs of today's dynamic administration.

True to the objective of our Government in creating a spirited workforce, introduction of multifaceted learning and training programme have been thought of to enable our officials realize their true potential. This would help them to reorient themselves to the day-to-day administrative developments while performing their duties with honesty and transparency.

I believe the Training Manuals / Handbooks will hold immense value as a guiding light on diverse professional trajectories. They will also serve as a roadmap to steer capacity building of the Grade-III officials in a systematic and coherent manner.

(Dr. Himanta Biswa Sarma)

Dr. Ravi Kota, IAS
Chief Secretary
Government of Assam



ড° ৰবি কোটা, ভাঃ প্ৰঃ সেঃ
মুখ্য সচিব
অসম চৰকাৰ



Preparation of a Training policy of a State and aligning it with the needs of the variegated workforce which has to constantly prove its relevance in this era of transition towards technology forms the very backbone of the administration in the form of a challenging task. In this due course of action, capacity building of Grade-III officials not only requires them to remain efficient in their daily official duties but also must be able to motivate them to work, learn and evolve in a comprehensive manner.

The present District training manuals for Grade-III officials have been prepared under the aegis of the Administrative Reforms Training Pension and Public Grievances Department (ARTPPG) and the Assam Administrative Staff College (AASC), who were aided by renowned experts and stakeholders from all the concerned fields. The manuals are a product of much detailed and multiple deliberations on the requisite subjects and it also includes valuable inputs from The Institute of Secretariat Training and Management (ISTM), Delhi in certain applicable topics. The Training Needs Assessment (TNA) was diligently conducted by AASC to chalk out an inclusive need based approach suited for a bottom up perspective for the Grade-III officials and also to ensure that no vital subject has been overlooked.

I believe that the Training manuals will help the Trainers and the trainees as well in a holistic manner and I earnestly request all concerned to send us feedback which would be of great help when we take up further revisionary exercises.

(Dr. Ravi Kota)
Chief Secretary, Assam

Shantanu Gotmare, IAS
Commissioner & Secretary
to the Govt. of Assam
ART, PPG etc. Department
Dispur, Guwahati-6



MESSAGE

The Department of Administrative Reforms, Training, Pension and Public Grievances (ARTPPG) plays a vital role in the formulation of the State Training Policy and training it's civil servants to build capacity for improving 'Ease of Living' for people of Assam.

The content of the district training manuals aims to bolster capacity of the Grade-3 employees in an elaborate and lucid manner. We have worked meticulously to prepare content of the manuals by collaborating with experts and have actively collated through appropriate stakeholders, which objectively present a comprehensive picture for the officials, covering a broad spectrum of their daily official duties.

I express my sincere thanks to the Committee for vetting the full content. ARTPPG acknowledges the contributions of Committee Members in the preparation of the training manuals. Special mention must be made to the Assam Administrative Staff College, Khanapara and my team in ARTPPG Department for relentless work to get the training manuals.

I sincerely hope that that these manuals will be extremely useful to the trainers, trainees and as well as the officials.

(Shantanu Gotmare)



Foreword

The District Training Manuals for Grade-III officials of the Government of Assam have been designed by the Assam Administrative Staff College (AASC) with the help of renowned guest faculty and experts under the able guidance of the Administrative Reforms, Training, Pension and Public Grievances (ARTPPG) Department and inputs from the Institute of Secretariat Training and Management (ISTM), New Delhi.

I hope these manuals will be used extensively by the trainers and trainees and will help the officials become more knowledgeable, competent and productive at their work places.

I would like to convey my gratitude to all the renowned guest faculty and to all the individuals associated with the successful publication of the manuals for their inputs and support throughout the process of designing and printing these manuals.

A handwritten signature in blue ink, appearing to read 'Riju Gogoi', written in a cursive style.

Riju Gogoi
Director of Training
Assam Administrative Staff College

S.O.P for processing Superannuation Pension cases online on Kritagyata due to the introduction of the availability of Pay Fixation Sheet and scanned copy of the Service Book

Step 1: Retiree Addition (by DDO / HOO / DH to HOO)

1. (a)	Retiree details are added on Kritagyata
1. (b)	Retiree account gets created on Kritagyata.
1. (c)	Retiree gets SMS with login credentials to his/her online account of Kritagyata.

Step 2: Retiree Online Form Fill-Up (by Retiree) / (by HOO on behalf of Retiree)

2. (a)	Retiree fills up online forms for <i>Personal Information, Nomination Details, Bank Details, Checklist, etc</i> after logging into his/her account on Kritagyata.
2. (b)	Retiree submits the online application to the HOO.
2. (c)	Retiree prints out the forms auto-generated from the Application (Form-1, Form-A, Form-3, Form-5, and Undertaking), duly signs them (wherever applicable) and submits the ink-signed paper forms to the HOO.

Step 3: Uploading of Scanned Service Book [by Seva Kendra Operator (SKO)] (Can be done only after the Retiree has submitted his/her forms online to HOO)**

3. (a)	The Service Book of the Retiree is scanned by an SKO.
3. (b)	The scanned copy of the Service Book is uploaded by the SKO from his/her login and forwarded to the HOO online on Kritagyata for Verification.

Step 4: Service Book Verification (by HOO / DH to HOO)

(Can be done only after scanned service book has been uploaded and forwarded to HOO)**

4. (a)	Service Book is downloaded/viewed online and its correctness is checked.
4. (b)	<ul style="list-style-type: none">• <u>If the scanned service book is found to be correct:</u> It is verified using the verify and accept option.• <u>If the scanned service book is found to be incorrect (having issues):</u> It is returned online to the SKO (Seva Kendra Operator) with suitable corrections to be made (as remarks) using the appropriate option.

Step 5: Pay Fixation Sheet Upload [by Special Seva Kendra Operator (SSKO)] (Can be done only after scanned service book has been verified at the HOO Level)**

5. (a)	SSKO downloads the verified service book copy of the Retiree from his/her login in Kritagyata.
5. (b)	SSKO prepares the Pay Fixation Sheet of the Retiree based on the verified service book copy.
5. (c)	SSKO uploads the Pay Fixation Sheet of the Retiree and forwards it to the HOO for Verification.

Step 6: Pay Fixation Sheet Verification (by HOO/DH to HOO)
(Can be done only after scanned service book has been verified earlier at the HOO Level)**

6. (a)	Pay Fixation Sheet is downloaded/viewed online and its correctness is checked by HOO.
6. (b)	<ul style="list-style-type: none"> • <u>If the Pay Fixation Sheet is found to be correct with that of Pay Fixation done in the Service Book from time to time: It is verified using the appropriate option.</u> • If the Pay Fixation Sheet is found to be correct but the Pay Fixation done in the Service Book is found to be wrong: <u>the HOO will accept and verify the Pay Fixation Sheet as uploaded by SSKO, but will upload/re-upload Service Verification Certificate(SVC) document which should also contain the remark that <i>Pay Fixation Sheet should be considered for payment of pension with sign and seal of HOO</i>. The Pay Fixation Sheet along with SVC should be merged in this case and a single PDF file to be uploaded – (Step 7).</u> • <u>If the Pay Fixation Sheet is found to be incorrect (having issues):</u> It is returned online to the SSKO (Special Seva Kendra Operator) with suitable corrections to be made (as remarks) using the appropriate option.

Step 7: Service Verification (by HOO/DH to HOO)
[Can be done only after Step 1 (Retiree Addition) is completed]**

7. (a)	The Service Verification Certificate (SVC) of the Retiree is prepared in a specific format and printed.
7. (b)	The SVC is signed (with official seal) by the HOO.
7. (c)	<p><u>N.B:</u> If the Pay Fixation Sheet document is found to be completely correct during Verification, but there are issues in the Service Book already verified, then:</p>

a. The already uploaded SVC of the Retiree must be **deleted (If already uploaded)**.

b. The SVC document to be re-uploaded **should also contain** the Pay Fixation Sheet with the *sign and seal of HOO* and declaration that it should be considered for payment of pension [As explained in 6(b)].

[Refer to **Annexure-I** as attached at the bottom for a sample format of the SVC to be uploaded for such cases]

Step 8: Forms Verification (by HOO/DH to HOO)

[Can be done only after Step 2 (Retiree Online Form Fill-up) is completed]**

9. (a)	Fill up the online Working Sheet of Form-7 for the Retiree with the relevant data.
9. (b)	Generate the Calculation Sheet for the Retiree based on the submitted Working Sheet data.
9. (c)	Check if everything is correct in the Calculation Sheet .
9. (d)	If found correct, then save the Calculation data as <i>Draft</i> .
9. (e)	Fill up the Form-7 Checklist with appropriate data.
9. (f)	Save the Checklist data as <i>Draft</i> .
9. (g)	Fill up the online form for Form-8 of the Retiree with relevant data. If any recoveries are to be made, those can be specified in this form itself using the appropriate option available.
9. (h)	Save the Form-8 data as <i>Draft</i> .

Step 10: Send to DoP (by HOO)

[Can be done only after Step 9 (Fill-up Form-7 and Form-8) is completed]**

10. (a)	The pension case can be forwarded online to the PPO Issuing Authority (DoP) using the appropriate option.
10. (b)	Once submitted, the auto-generated copies of Form-7 and Form-8 must be printed, and duly signed and sealed by the HOO for sending them in the physical form to DoP.
	<p><u>N.B:</u></p> <p>The following 4 scenarios can exist while forwarding the pension case online to DoP:</p> <ul style="list-style-type: none">• <u>Scenario #1:</u> In case the Service Book of the Retiree is not uploaded by the Seva Kendra Operator, then the pension case can be forwarded online to DoP, provided that the Physical Copy of the Service Book is sent to DoP along with the Pension Papers of the Retiree.• <u>Scenario #2:</u> In case the Service Book of the Retiree is already uploaded and forwarded to the HOO by the Seva Kendra Operator, then the <i>Service Book Verification (Step 4)</i> must be completed first; otherwise, the case cannot be forwarded online to DoP.• <u>Scenario #3:</u> In case the Service Book of the Retiree has been verified by HOO, but the Pay Fixation Sheet has not been uploaded by Special Seva Kendra Operator (SSKO), then the pension case will be allowed to get forwarded online to DoP.• <u>Scenario #4:</u> In case the Service Book of the Retiree has been verified by HOO, and the Pay Fixation Sheet has also been uploaded by Special Seva Kendra Operator (SSKO), then the <i>Pay Fixation Sheet Verification (Step 6)</i> must be completed first; otherwise, the case cannot be forwarded online to DoP.

****** Please note that for all forms (except Scanned Service Book), The Head of Office is required to take print out and ink-sign them. These forms (Form7 and Form8) along with forms (Form 1, A, 3, 5, Undertaking) submitted by Retiree are to be sent by post to the DOP.**

Annexure – I

**Sample format
of
Service Verification Certificate
(SVC)**

(For scenarios where Pay Fixation Sheet is found correct and already verified scanned Service Book is found to contain fixation errors)

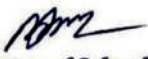
SERVICE VERIFICATION CERTIFICATE

NAME: Suresh Kalita
DESIGNATION: Assistant Teacher
EMPLOYEE CODE: 1234
DATE OF BIRTH: 02-01-1960
DATE OF JOINING: 19-11-2001
DATE OF SUPERANNUATION: 31-01-2020
QUALIFYING SERVICE: 18 Years 02 months and 12 days
as on 31-01-2020

Sl. No.	Period of Service Verification		Page in Service Book
	FROM	TO	
1	19-11-2001	30-04-2003	11
2	01-05-2003	28-02-2005	13
3	01-03-2005	28-02-2007	13
4	01-03-2007	28-02-2009	17
5	01-03-2009	31-03-2010	19
6	01-04-2010	31-03-2011	21
7	01-04-2011	31-03-2012	21
8	01-04-2012	31-03-2013	23
9	01-04-2013	31-03-2014	25
10	01-04-2014	31-03-2019	41
11	01-04-2019	31-01-2020	43

The service book of the Retiree has been found to contain some fixation errors.

However, the Pay Fixation Sheet (attached herewith) is found to be correct and can be considered for Payment of Pension to the Retiree.


**Inspector of Schools,
Kamrup (M) District Circle,
Guwahati, Assam**

Pensioner Id : 60293

File Ref No : BDEPK4051K

Pensioner Name : Suresh Kalita

School : Bhagabati Para L.P. School, Distl-Kamrup(M), KAMRUP METRO, PO : N/A, Pin : N/A


Last BP in SB : 54800/-, Computed Amount : 54810/-

Date of Birth : 02/03/1962

Date of Joining : 01/06/1987

Date of Retirement : 31/03/2022


Sl No	Name of the Post	Increment Against	Effective Date	ROP Year	Scale/Pay Band	Pay Amount	Remarks
1	Intermediate Teacher	Joining	01/06/1987	1983	525-12-585-15-660-20-920	525	Joining
2	Intermediate Teacher	Annual Increment	01/06/1988	1983	525-12-585-15-660-20-920	537	525 + 12 = 537
3	Intermediate Teacher	Rop Revised	01/01/1989	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1315	ROP 1990 Last Basic Pay : 537 Baic pay < 770; DA (102.9 pc subject to maximum 784) : 552.573 DA rounded: 553.0 Baic pay < 770; special relief (4.2 pc subject to maximum 32) : 22.553999 Spl. relief rounded to : 23.0 Spl. Interim relief : 80.0 Fixation Benefit at 20 pc of BP minimum of 80 : 107.4 Fixation Benefit rounded to : 107.0 on 1989-01-01 Calculated BP : 1300 ; Matching slab : 1315
4	Intermediate Teacher	Annual Increment	01/06/1989	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1345	1315 + 30 = 1345
5	Intermediate Teacher	Annual Increment	01/06/1990	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1375	1345 + 30 = 1375
6	Intermediate Teacher	Annual Increment	01/06/1991	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1405	1375 + 30 = 1405
7	Intermediate Teacher	Annual Increment	01/06/1992	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1435	1405 + 30 = 1435
8	Intermediate Teacher	Annual Increment	01/06/1993	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1475	1435 + 40 = 1475
9	Intermediate Teacher	Annual Increment	01/06/1994	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1515	1475 + 40 = 1515
10	Intermediate Teacher	Annual Increment	01/06/1995	1990	1185-20-1225-30-1435-40-1555-40-1635-50-2035-60-3295	1555	1515 + 40 = 1555
11	Intermediate Teacher	Rop Revised	01/01/1996	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	3940	ROP 1998 Last Basic Pay : 1555 Baic pay < 3000; da (95 pc) : 1477.25 DA ROUNDED : 1477.0 Interim Relief (One) fixed: 100.0 Interim Relief (Two) 10 pc of BP (MIN : 100, MAX=250) : 155.5 Interim Relief (Two) Rounded) : 156.0 Fixation Benefit 25 pc of BP : 388.75 Fixation Benefit (Two) Rounded) : 389.0 Calculated BP : 1555+1477.0+100.0+156.0+389.0 Total : 3677 on 1996-01-01 Advance Increment of 90 - 90 on 3760 Advance Increment of 90 - 90 on 3850
12	Intermediate Teacher	Annual Increment	01/06/1996	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4030	3940 + 90 = 4030
13	Intermediate Teacher	Annual Increment	01/06/1997	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4120	4030 + 90 = 4120
14	Intermediate Teacher	Annual Increment	01/06/1998	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4210	4120 + 90 = 4210
15	Intermediate Teacher	Annual Increment	01/06/1999	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4300	4210 + 90 = 4300
16	Intermediate Teacher	Annual Increment	01/06/2000	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4390	4300 + 90 = 4390
17	Intermediate Teacher	Annual Increment	01/06/2001	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4480	4390 + 90 = 4480
18	Intermediate Teacher	Annual Increment	01/06/2002	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4600	4480 + 120 = 4600
19	Intermediate Teacher	Annual Increment	01/06/2003	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4720	4600 + 120 = 4720


Inspector of Schools,
Kamrup (A) District Circle,
Guwahati, Assam

Sl No	Name of the Post	Increment Against	Effective Date	ROP Year	Scale/Pay Band	Pay Amount	Remarks
20	Intermediate Teacher	Annual Increment	01/06/2004	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4840	4720 + 120 = 4840
21	Intermediate Teacher	Annual Increment	01/06/2005	1998	3130-60-3490-90-4030-90-4480-120-5200-175-6600	4960	4840 + 120 = 4960
22	Intermediate Teacher	Rop Revised	01/01/2006	2010	5200-20200	11650	ROP 2010 Last Basic Pay : 4960 Last Basic Pay after Advance INC : 5080 Last BP : 5080 GP : 2200, 1.86 of BP 9448.8000000001 plus gp 2200 : Rounded to :11650.0
23	Intermediate Teacher	Annual Increment	01/07/2006	2010	5200-20200	12000	Increment of 3 pc on last BP 11650+349.5 = 12000.0
24	Intermediate Teacher	Annual Increment	01/07/2007	2010	5200-20200	12360	Increment of 3 pc on last BP 12000+360.0 = 12360.0
25	Intermediate Teacher	Annual Increment	01/07/2008	2010	5200-20200	12740	Increment of 3 pc on last BP 12360+370.8 = 12740.0
26	Intermediate Teacher	Annual Increment	01/07/2009	2010	5200-20200	13130	Increment of 3 pc on last BP 12740+382.2 = 13130.0
27	Intermediate Teacher	Annual Increment	01/07/2010	2010	5200-20200	13530	Increment of 3 pc on last BP 13130+393.9 = 13530.0
28	Intermediate Teacher	Gp Enhanced	01/01/2011	2010	5200-20200	13830	GP Enhanced from 2200 to 2500 Max slab = 22400 + 300 = -22700 Current BP : 13530+300 = 13830
29	Intermediate Teacher	Acps	01/01/2011	2010	5200-20200	14030	First ACPS equal to 2700 - 2500=200 Current BP = 13830+200
30	Intermediate Teacher	Annual Increment	01/07/2011	2010	5200-20200	14460	Increment of 3 pc on last BP 14030+420.9 = 14460.0
31	Intermediate Teacher	Acps	02/07/2011	2010	5200-20200	14660	Second ACPS equal to 2900 - 2700=200 Current BP = 14460+200
32	Intermediate Teacher	Annual Increment	01/07/2012	2010	5200-20200	15100	Increment of 3 pc on last BP 14660+439.8 = 15100.0
33	Intermediate Teacher	Annual Increment	01/07/2013	2010	5200-20200	15560	Increment of 3 pc on last BP 15100+453.0 = 15560.0
34	Intermediate Teacher	Annual Increment	01/07/2014	2010	5200-20200	16030	Increment of 3 pc on last BP 15560+466.7999999999995 = 16030.0
35	Intermediate Teacher	Annual Increment	01/07/2015	2010	5200-20200	16520	Increment of 3 pc on last BP 16030+480.9 = 16520.0
36	Intermediate Teacher - Rev.I	Rop Revised	01/04/2016	2017	14000-49000	44540	ROP 2017 Fixation BP: 37740 GP: 6800
37	Intermediate Teacher - Rev.I	Annual Increment	01/07/2016	2017	14000-49000	45880	Increment of 3 pc on last BP 44540+1336.2 = 45880.0. SP
38	Intermediate Teacher - Rev.I	Annual Increment	01/07/2017	2017	14000-49000	47260	Increment of 3 pc on last BP 45880+1376.3999999999999 = 47260.0. SP
39	Intermediate Teacher - Rev.I	Acps	01/01/2018	2017	14000-49000	48680	ACPS (ROP 2017) : Increment of 3 pc on last BP 47260+1417.80 =
40	Intermediate Teacher - Rev.I	Annual Increment	01/07/2018	2017	14000-49000	50150	Increment of 3 pc on last BP 48680+1460.3999999999999 = 50150.0. SP
41	Intermediate Teacher - Rev.I	Annual Increment	01/07/2019	2017	14000-49000	51660	Increment of 3 pc on last BP 50150+1504.5 = 51660.0. SP
42	Intermediate Teacher - Rev.I	Annual Increment	01/07/2020	2017	14000-49000	53210	Increment of 3 pc on last BP 51660+1549.8 = 53210.0. SP
43	Intermediate Teacher - Rev.I	Annual Increment Eb	01/07/2021	2017	14000-49000	54810	EB Allow: Increment of last BP factor of 1.03 53210+54806.30 = 54810.0
44	Intermediate Teacher - Rev.I	Retired	31/03/2022	2017	14000-49000	54810	Retired

Computed Status :Rounding Off Error

Remarks : Rounded off error of Rs.10/-.


Inspector of Schools,
Kamrup (A) District Circle,
Guwahati, Assam

