



KRITAGYATA

Pension Sanction & Payment Tracking System

Government of Assam • Department of ARTPPG



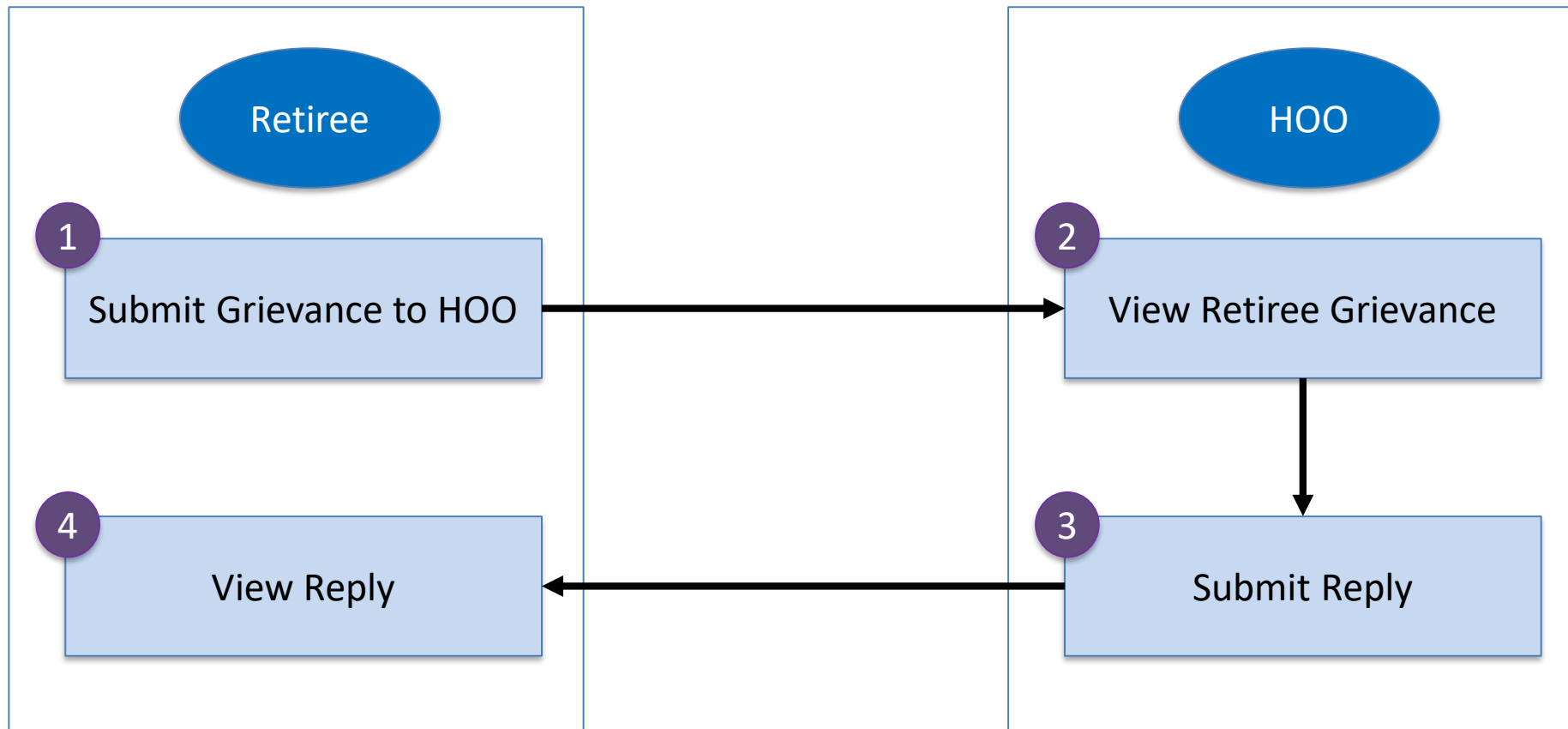
Grievances and Portal-related Queries

15-October-2026



Grievance Module in Kritagyata

The Grievance module available in Kritagyata allows Retirees to submit online grievances to their concerned (mapped) Head of Offices.





Grievance Module – Retiree Interface

GOVERNMENT OF ASSAM ADMINISTRATIVE REFORMS, TRAINING, PENSION AND PUBLIC GRIEVANCES DEPARTMENT

  **Kritagyata**
Pension Sanction & Payment Tracking System
(Developed under *Bhavishya* Platform)

Forms Notification Grievance View PPO Jeevan Pramaan

Lodge Grievance
View Status

Lodge Grievance

Enter grievance referred to processing of your pension case in Kritagyata (permissible character are A-Z a-z 0-9 /,.-)(Max 500 words)

Response will be received on your registered Mobile no. and Email.

Submit



Grievance Module – Retiree Interface



Kritagyata
Pension Sanction & Payment Track
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[Forms](#) | [Notification](#) | [Grievance](#) | [View PPO](#) | [Jeevan Pramaan](#)

[Lodge Grievance](#)
[View Status](#)

GRIEVANCE STATUS

S.No.	Grievance No.	Grievance	Status	Action Date	
1	KGyATA2300002	My surname has been incorrectly displayed in my PPO copies...	Replied	31/07/2023	View

GRIEVANCE STATUS

Grievance Status

Grievance No.

Grievance

Reply

: Replied

: KGyATA2300002

: My surname has been incorrectly displayed in my PPO copies. I have already submitted necessary documentation for the same to your good office. However, I have not received any updates regarding the same. Please look into it urgently.

: Action has been taken.Your request has been forwarded to DoP for cancellation of the PPO for reprocessing your case as per the information provided by you.



Grievance Module – HOO Interface

GOVERNMENT OF ASSAM ADMINISTRATIVE REFORMS, TRAINING, PENSION AND PUBLIC GRIEVANCES DEPARTMENT

Kritagyata
Pension Sanction & Payment Tracking System
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Letters Action Revision Utility Master Grievance Help

Pending Grievance
View Status

PA BORO GOV

PENDING GRIEVANCE								
S.No.	Grievance No.	Grievance Date	Grievance	Retiree Name	Designation	Date of Birth	Date of Retirement	View Detail
1	KGYATA2600001	14/10/2026	I had submitted my pension papers both ...	Mr. Mridul Sarma DDO Code-DISSE/027/AG PAO Code-AG0001	Subject Teacher	01/01/1967	31/01/2027	View/Reply



Grievance Module – HOO Interface

Retiree Name	: Mr. Mridul Sarma
Designation	: Subject Teacher
Date of Birth	: 01/01/1967
Date of Retirement	: 31/01/2027
Grievance No.	: KGYATA2600001
Grievance Reg. Date	: 14/10/2026
Ministry / Deptt	: Government of Assam
Contact Details	: 7896541230 , testmailfwt@gmail.com
Grievance Description	: I had submitted my pension papers both as online and ink-signed long back. Kindly process them promptly to avoid delays in receiving my pension.

Reply

Reply



Common Queries

1

Query:

Unable to log in to the HOO account, even after changing the password multiple times

Resolution:

The account may be inaccessible due to any one of the following possible reasons:

a) ***The password being entered is incorrect.***

Retry using the password used in the last performed 'Password Change' action.

Please note that the password will be **8-12** characters in length.

So, check the number of characters in the password before entering in the Login screen.

b) ***The retirement date of HOO available in the user record has expired.***

If this is the case, an email request should be sent to the Kritagyata Helpdesk Support (kritagyata-asm@assam.gov.in) for updating the details of the new HOO in the existing account .



Common Queries

2

Query:

Unable to change the retiree's Date of Retirement to next month without changing the Date of Birth to the 2nd day of the month (during Retiree Addition)

Resolution:

The portal auto-assigns the DOR to the date on which the retiree completes 60 years of age. So it cannot be changed during retiree addition.

In case it needs to be updated to the next month as per *Finance Department's OM No. FEG.26/2012/29 dated 31st October 2012*, then the same can be done using the **Edit** feature available (after addition of the retiree, subject to the condition that the case is at the Retiree level)

In no scenario should the DOB be updated for the purpose of updating the date of retirement to the next month. This can lead to inconsistencies with the ID proofs.



Common Queries

2

Query:

Unable to change the retiree's Date of Retirement to next month without changing the Date of Birth to the 2nd day of the month (during Retiree Addition)

Retiree
Details
Edit

RETIREE DETAILS
DISSE/027/AG - PRINCIPAL, GOPAL BORO GOVT. HIGHER SECONDARY SCHOOL.

Personal Details
PAN * BJUPD1234D
Name Title First Name * Middle Name Surname
Type of Retirement* Father's / Husband's Name*
Mother Name Height (In cm)
Gender* Date of Birth*
Mobile Number* Email ID*
Identification Mark
1. 2.

Official Details
Designation* Group*
Date of Joining* Date of Superannuation*
(For Colleges /Schools/Institutions: Please Refer Provincialisation /Adhoc /Deficit Grant Order date etc.)
Date of Retirement* Govt. Accommodation provided by Directorate of Estates at any time of service*



Common Queries

3

Query:

Portal does not allow addition of a new record, and displays “PAN already in use”.

Resolution:

This happens for one of the following reasons:

a) ***The retiree is already a family pensioner whose case was processed in Kritagyata, and is now applying for his/her own Retirement Pension.***

In this case, an email request should be sent to the Kritagyata Helpdesk to allow additional entry for using the same PAN for the new retirement case to be processed.

b) ***The retiree is already a pensioner whose case was processed in Kritagyata, and has now applied for Family Pension as claimant.***

In this case also, a similar email request [as Sl. No. (a)] is to be sent.



Common Queries

3

Query:

Portal does not allow addition of a new record, and displays “PAN already in use”.

c) The PAN was inadvertently added in the NFP module instead of the CFP module (or vice versa).

An email request for removal of these added records should be sent to the Kritagyata portal to free up the PAN from active records.

d) The retiree record has been added / auto-added under a different office (DDO Code).

Check under which office the retiree PAN exists from the following page:

HOO Login > Report > View Retiree Pensioner Status > Search by PAN

If this is the scenario, kindly send an email request for Retiree record transfer to your office (DDO Code) after coordinating with the other office (under which the retiree exists).



Common Queries

4

Query:

Weightage for VRS case is not reflected in the 'Net Qualifying Service' period

Resolution:

Applicable additional weightage for employees retiring under the VRS category (*Voluntary Retirement at the initiative of the Government servant [under FR 56 (c)]*) is used for the calculation of the DCRG amount.

The same is also reflected in Form-7 copies in relevant locations (as shown below). You can also verify the calculated DCRG amount reflecting the same, and then proceed accordingly.

17. Qualifying service	:
(a) Details of omission, imperfection or deficiencies in the Service Book which have been ignored	: N.A.
(b) Period not counting as qualifying	: N.A.
(c) Additions to qualifying service -	: N.A.
(d) (i) Net qualifying service	: 28 Years 3 Months 1 Day
(ii) Net qualifying service After Weightage	: 30 Years 3 Months 1 Day
(e) Qualifying service expressed in terms of Completed six monthly periods	: 60 Six monthly Period



Common Queries

5

Query:

Entered 'Basic Amount' cannot be added in the last 10 months' emoluments in Form-7

Resolution:

The selected Pay Band must contain a mapping entry for the entered amount.

The error occurs when the mapping does not exist in the system.

The feature for creating the mapping is provided under:

HOO Login > Master > Pay Scale Management

Once created, Form-7 Working Sheet will accept the entered value of Basic Amount.

Save/Update PayScale

PayScale *

---Select---

Basic Rate*

Active*

True

Index Level :

Pay Commision : 7

Save



Common Queries

6

Query:

While adding Bank Details of the Retiree / Claimant, the Bank Branch IFSC is not found in the system

Resolution:

Send an email request to Kritagyata Helpdesk Support with a copy of the Bank Passbook showing the Bank Branch details.

Once added in Kritagyata, a reply will be sent to the same email, after which the Bank Details can be saved for the retiree/claimant.



Common Queries

7

Query:

For online Commutation Cases (under Medical category), the portal does not allow adding 'Date of Medical Examination' before date of online application

Resolution:

Dates for Medical categories of Commutation of Pension must follow the chronology of dates as per the [SOP](#) issued by the ARTPPG Department. The portal strictly adheres to the same. Using the system-generated Commutation Forms (Form-A, B, C) is mandatory.

- 1. Date of online application for commutation [By Retiree]**
- 
- 2. Date of receipt of signed forms from Retiree [By HOO]**
- 
- 3. Date of medical examination [as per Form-C]**
- 
- 4. Date of forwarding online commutation case to A.G / DoP**



Common Queries

8

Query:

Commutation case returned by AG/DOP, citing the requirement for correction of the Commutation Amount. How to correct?

Resolution:

The commutation amount (loan amount) is calculated based on the Commutation Factor corresponding to the 'Age on Next Birthday' of the Retiree.

For non-medical category: The system automatically calculates as per the DOB of the Retiree.

For medical category: The input value of the '*Age as per Form C of Commutation*' field is used in calculating the Commutation Amount.

HOOs are advised to add the 'Age' value as specified in the Medical Report (Form-C Part-III) during forwarding (unless explicitly specified by AG/DOP to forward with a different 'Age' value in return remarks).



Common Queries

8

Query:

Commutation case returned by AG/DOP, citing the requirement for correction of the Commutation Amount. How to correct the same?

Age Value = 62

- Factor = 8.093
- Commutation Amount = ₹ 9,22,505/-

Age Value = 63

- Factor = 7.982
- Commutation Amount = ₹ 9,09,852/-

The **Amount** gets displayed in the *Draft Revised Pension Calculation Sheet* upon clicking the 'Submit' button.



Common Queries

9

Query:

Can commutation be applied online for a Retiree who received PPO outside Kritagyata?

Resolution:

Since Commutation of Pension is a kind of Revision of Pension (as the pension amount gets revised (reduced) for a period of time), the existence of the original online proposal and PPO data in Kritagyata is essential for processing Commutation cases online.

Unfortunately, for cases where the retiree got his pension settled through manual/systems other than Kritagyata, the Commutation of Pension for those retirees cannot be processed in Kritagyata.

For such cases, the Commutation is to be processed using offline forms and forwarded to AG/DOP.



Common Queries

10

Query:

Can commutation be applied during processing of Final Pension of the Retiree?

Resolution:

The feature existed during initial implementation of Kritagyata, after which it was disabled as per the Govt. directives.

Now, retirees are able to apply online for Commutation of Pension only after their PPO details are updated/available on the portal after issuance of authority by AG/DOP.



Thank You

Questions & Discussion