

Reaching out to Jawans through IVRS

With an objective to strengthen the ORs Pay System and to achieve greater customer satisfaction, a 24X7 IVRS facility named 'JASMINE' (Jawan Smart Information Exchange) for the jawans has been launched by the Controller General of Defence Accounts in Central Command Lucknow in the Pay Accounts offices of 5 Record Offices: (i) 11 GRRC Lucknow, (ii) 39 GTC Varanasi, (iii) DRC, Faizabad, (iv) SLI, Fatehgarh, and (v) RRC, Fatehgarh. The "JASMINE" provides the Jawans a 24X7 information access through dedicated telephone lines, in English or Hindi, through automated telephone system, for their Pay related matters.

Pay Accounting in the PAOs is maintained on Office

Automation System 'Dolphin'. For implementation of IVR System in PAOs, an isolated computer server in the office is connected with dedicated telephone lines through the Voice Card. Data from the live server of DOLPHIN is extracted in a format compatible to the voice card software and imported in the IVRS Server. Based on the numeric input for the desired queries from the users through telephone lines, the System extracts output data from the backup of DOLPHIN System database and a voice output of the information is played by the System. System Access data is provided through Army No. and a T-PIN generated by the system in respect of each user.

Based on the study of

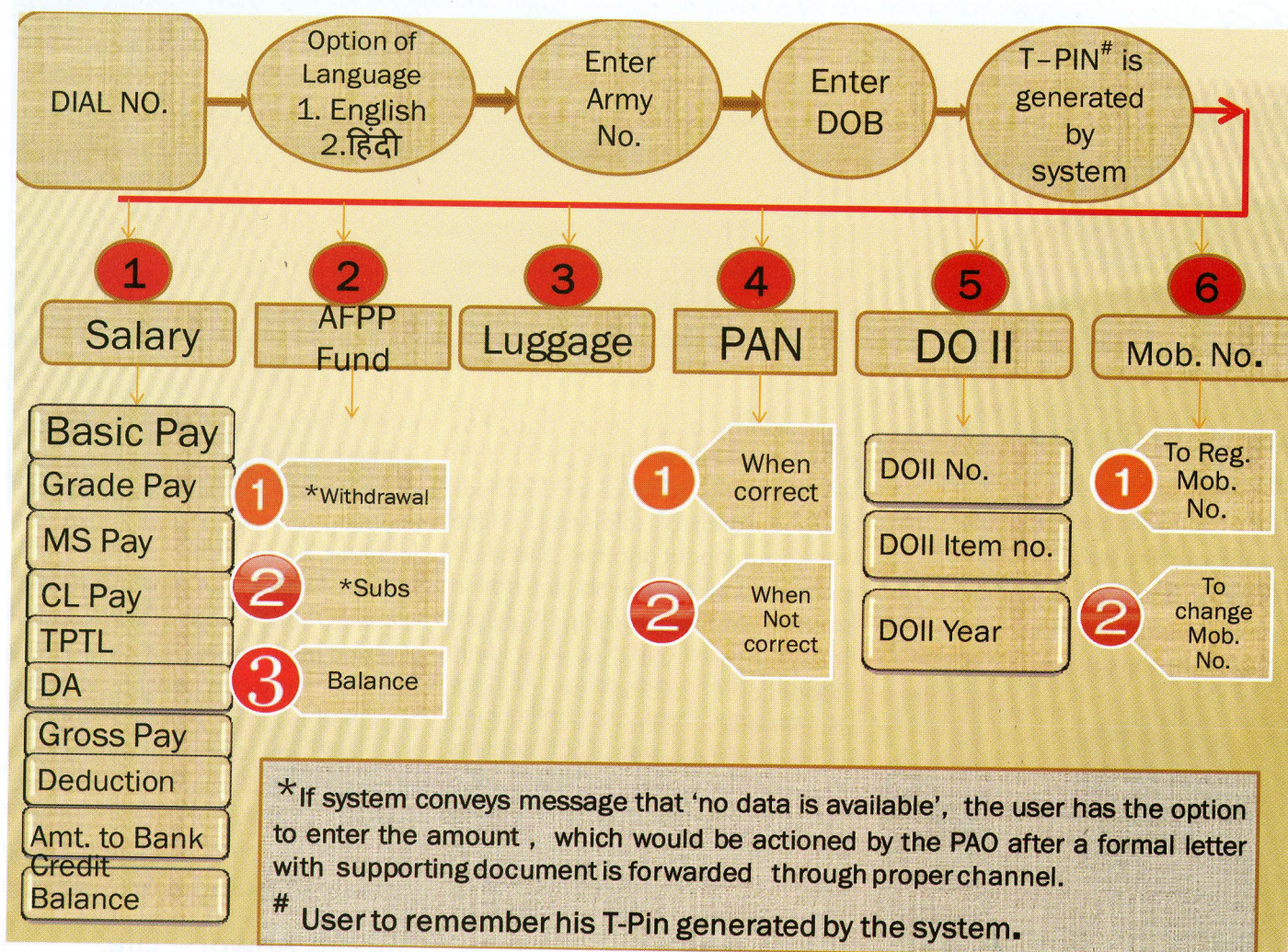
complaints and RTI queries received in the PAO, categories of information required by the Jawan frequently have been identified. It was observed that nature of most of the queries regarding Salary, Fund, TA/DA and DOII adjustment can be submitted through the Numeric Input and IVR System can provide the facility through telephone/Mobile. Accordingly, following categories of information have been identified to be responded through the system.

- Details of pay and allowances
- AFPP fund balances, subscription, and status of withdrawals.
- Status of Leave Encashment, Luggage, CTG.
- Status of Adjustment / Rejection/



Launching of IVRS by Mrs Shobhana Joshi, IDAS, CGDA in the presence of Lt Gen MD Venkatesh, Commandant AMC Centre & College and Mr Sanjeev Kumar, IDAS, PCDA (CC)

Functioning of IVR System



IVRS Telephone Numbers

Pay Accounts Office (ORs)	Telephone Nos
Army Medical Corps, Lucknow	0522-2480221 0522-2480222 0522-2480223 0522-2482409
11 Gorkha Rifles Regt. Centre, Lucknow	0522-2480095
39 Gorkha Training Centre, Varanasi	0542-2508578 0542-2508594
Rajput Regt. Centre, Fatehgarh	05692-236011 05692-236012
Sikh Li Regiment, Fatehgarh	05692-236249 05692-236271
Dogra Regt. Centre, Faizabad	05278-220595 05278-220596

Pending DOs II.

- PAN No.
- SMS incorporating detail of Monthly Pay and Fund Balance to the Registered Mobile no. of JCOs/OR.

The "JASMINE" will empower the Army Jawans to have access to their pay account information within a phone call reach. Considering its overall advantages, the CGDA has directed other Controllers as well to introduce IVRS in their respective PAOs (ORs).

- Mohinder Singh