

**Principal Controller of Defence Accounts
(SWC), Khatipura Road, Jaipur**

CITIZENS'/CLIENTS' CHARTER

Citizens' Charter - Principal Controller of Defence Accounts, Jaipur (For DAD Employees)

1. The aim/purpose of this charter is to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. Defence Accounts Department is also committed to render efficient audit services to ensure public accountability. We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

Mission Statement - We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

Our Mission & Vision - DAD strives to be a recognised leader in Ministry of Defence's financial resources management, by consistently delivering first class services, solutions and products. The Department has adopted a vision that challenges us to build upon past accomplishments to reach higher.

Quality Policy - The Defence Accounts Department is committed to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. It is also committed to render efficient audit services to ensure public accountability.

2. The services rendered by the various sections of this office are as follows :

S. No.	Group/Section	Board description of functions
i	Admin I	<p>(a) All matters concerning Group 'C' & 'D' employees Viz. Recruitment, Promotions, transfers & Resignation.</p> <p>(b) Permission under CCS Conduct Rules</p> <p>(c) Disciplinary matters</p>
ii	Admin II (House Keeping)	<p>(a) Passing of Medical Reimbursement Claims of Defence Civilians of various units of Army & MES units under audit jurisdiction of PCDA (SWC) and related correspondence and DV register maintenance.</p> <p>(b) Maintenance of Payment Authority register & file.</p> <p>(c) Maintenance, sorting and storing of DVs after payment of medical reimbursement claims.</p> <p>(d) Work related to Sectional Compilation report</p> <p>(e) Forwarding of Punching medium of passed claims to corresponding LAO/AOGE.</p> <p>(f) Weekly/Monthly/Quarterly/Half yearly/Annual Report correspondence</p> <p>(g) Granting of Medical Advance and keeping track of recovery of same.</p>

iii	Admin-III	<p>(a) As a nodal office in Jaipur, handling of CAT/Court case pending against the Department before various court in Jaipur wherein DAD is impleaded as one of the respondents. The work includes :-</p> <ul style="list-style-type: none">(i) liaison with Govt. Counsel for the briefing cases as & when required,(ii) handing-over of requisite documents to Govt. Counsel,(iii) obtaining OAs/Draft Replies/Court orders from Govt. Counsel for handing-over to the offices/sections concerned for necessary action. <p>(b) Pre-audit and passing of Govt. Counsels bill for cases filed in various courts.</p> <p>(c) Misc. Expenses in respect of cases pending before High Court.</p> <p>(d) Reply of RTI applications /appeals in time including watching and obtaining inputs from different sections, reporting etc.</p> <p>(e) Leave :- Regularization of every kind of leave and publication of Part II Office Order for EL/CML/ML/PL/CCL other leave etc. (Basis MLS)</p> <p>(f) Pension calculation of retiring personal and calculations for review of data sheet, Issue of ID card to serving and retired officials of DAD etc.</p>
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		<p>(g) ALL works relating to APAR</p> <p>(h) Vigilance : All work relating to Vigilance section including reporting etc,</p> <p>(i) Maintenance of Service Book, making entries in service book, audit of service book by LAO, Sending/receipt of service book on transfer etc.</p>
iv	Admin Pay	<p>(a) This section is responsible for payment of all pay and allowance</p> <p>(B) Audit of TA/DA claims, LTC claims & Medical claims</p> <p>(c) Pay fixation consequent on promotion, revision of scales, MACP etc.</p> <p>(d) Calculation of Income Tax, preparation and issue of form-16</p> <p>(e) All Supplementary bills i.e. Honorarium/Immediate Relief/CGEIS, Reimbursement of CEA/DA/Arrears/Provisional payments in respect of transfer in cases</p> <p>(f) Sanction of leave encashment on retirement and LTC</p> <p>(g) GPF Advances/ Final Withdrawal</p>
v	Transportation	<p>1. Audit and passing of TADA/LTC /Pt TADA advances as well as Final claims pertaining to the NON DAD civilians.</p> <p>2. Maintenance of Audit cum demand register and watch over the outstanding Advances</p>

vi	Internal Audit	<p>1. Approval of LACR,IRCR,LAP,IRP Rendition of final audit report in respect of loss statement</p>
vii	O&M	<p><u>The following areas of works are dealt with:-</u></p> <ul style="list-style-type: none"> • Study of various sections in order to achieve economy and efficiency in all areas of work. • To carry out, on behalf of PCDA/CDA, periodical inspection of various sections in Main Office & Sub Office under its Jurisdiction. • Processing and disposal of inspection report received through CGDA. • Organize various in-house training programmes for the staff of Main Office and nomination of officers/personnel for training at RTC, Meerut and other training centers as per slots availability. Deal with all training related correspondence.
viii	Audit of Sanction Cell	<p>This Cell has been entrusted to carry out Audit of Sanction in r/o sanctions accorded by CFA /Lower than GOI, in r/o Bills pertaining to M section and Store Contract section .</p>

ix	EDP	<p>I) प्रतिदिन AOGE कार्यालय से प्राप्त PM (Sectional compilation) को मुख्यालय कार्यालय को भेजना। प्रेषित PM के आधार पर प्रति माह मुख्यालय कार्यालय से प्राप्त sectional compilation एवं RDR को मुख्य कार्यालय व sub offices को भेजना।</p> <p>II) कार्यालय में चल रहे प्रोजेक्ट टुलिप को सुचारु रूप से चालू रखना व समस्याओं का समाधान करना तथा सब offices में चल रहे प्रोजेक्ट भवन का सुचारु रूप से संचालन रखना।</p> <p>III) कार्यालय में कम्प्यूटर हार्डवेयर का सुचारु रूप संचालन करने के लिए AMC के माध्यम से देखभाल करना तथा कार्यालय में आवश्यक कम्प्यूटर स्टेशनरी की आपूर्ति सुनिश्चित करना।</p> <p>IV) आयकर की कटौती को संबन्धित DDO के TAN में compile करना। प्राप्त आदेशों एवं पत्रों को कार्यालय की वेबसाइट पर अपलोड करना</p>
x	Pay Section	<p>1 To Pay salary and other dues as per entitlements.</p> <p>2 To maintain all necessary records correct and complete in all respects so as to ensure that service benefits of employees are correctly paid on due dates.</p> <p>3 Forwarding of papers to Pension Sanctioning Authorities .</p>

xi	Pay Medical Section	<p>(a) Passing of Medical Reimbursement Claims of Defence Civilians of various units of Army & MES units under audit jurisdiction of PCDA (SWC) and related correspondence and DV register maintenance.</p> <p>(b) Maintenance of Payment Authority register & file.</p> <p>(c) Maintenance, sorting and storing of DVs after payment of medical reimbursement claims.</p> <p>(d) Work related to Sectional Compilation report</p> <p>(e) Forwarding of Punching medium of passed claims to corresponding LAO/AOGE.</p> <p>(f) Weekly/Monthly/Quarterly/Half yearly/Annual Report correspondence Granting of Medical Advance and keeping track of recovery of same.</p>
xii	Pay Tech Section	<p>(a) Pay fixation on promotion/MACP in r/o Defence civilians (Non-industrial staff & officer) of MES units & Army units under audit jurisdiction of PCDA(SWC) Jaipur.</p> <p>(b) Circulation of letters issued by CGDA, Delhi Cantt and forwarding of related reports.</p> <p>(c) Clarification on matters of service rules & regulations.</p> <p>(d) Correspondence related to pay fixation and Court cases/RTI Issue of Part-I Office Orders of important rules and regulation as circulated/ordered by CGDA.</p>

xiii	Fund Cell	<ol style="list-style-type: none"> 1. Rendition of monthly GPF data to CDA (Fund) Meerut. 2. Forwarding applications of GPF subscribers in r/o correction/amendment of their nomination/date of birth related GPF details to CDA(Fund)Meerut Cantt. 3. Distribution of CCO-9 received from CDA (fund) Meerut to concern units. 4. Rectification of discrepancies in GPF account of the individuals. 5. Timely uploading of NPS subscription toNSDL. 6. Forwarding of application for new PRAN generation. 7. Amendment in NPS detail of subscribers. 8. Forwarding the exit withdrawal claim of NPS subscriber to NSDL . 9. Handling with discrepancy in NPS cases.
xiv	Hindi Cell	<ol style="list-style-type: none"> 1. वार्षिक मूल्यांकन रिपोर्ट मंत्रालय/नराकास को भेजना, 2. राजभाषा नियम 10(4)के अंतर्गत कार्यालयों को भारत के राजपत्र में अधिसूचित करवाना 3. हिन्दी शिक्षण, हिन्दी टंकण एवं हिन्दी आशुलिपि प्रशिक्षण पूरा करवाना 4. शील्ड रिपोर्ट तथा चल वैजयंती - स्थानीय अनुभागों के लिए 5. हिन्दी दिवस/पखवाड़ा/मास का आयोजन - विभिन्न प्रतियोगिताओं का आयोजन 6. गृह मंत्रालय, राजभाषा विभाग से जारी वार्षिक कार्यक्रम में दिए कार्यों एवं लक्ष्यों को वित्तीय वर्ष में प्राप्त करना और अधीनस्थ कार्यालयों से करवाना 7. संसदीय राजभाषा समिति का निरीक्षण - मौखिक साक्ष्य / प्रत्यक्ष निरीक्षण

		<p>8. राजभाषा संबंधी निरीक्षण का कार्य -</p> <p>(1) अधीनस्थ कार्यालय-25%,</p> <p>(2) स्थानीय अनुभाग-25%,</p> <p>1. (3) अन्य संगठन के कार्यालयों का निरीक्षण महानियंत्रक कार्यालय के आदेशानुसार करना और निरीक्षण रिपोर्ट भेजना, अनुवर्ती कार्रवाई सुनिश्चित करवाना</p> <p>9. हिन्दी कक्ष के पुस्तकालय में पुस्तकों का रख रखाव - कार्यालय के अधिकारियों एवं कर्मचारियों को पढ़ने हेतु पुस्तकें देना , उनकी खरीद इत्यादि कार्य</p> <p>10. हिन्दी कक्ष में मासिक पत्रिकाओं , अखबारों का रख -रखाव : कार्यालय के अधिकारियों एवं कर्मचारियों को पढ़ने हेतु देना, उनकी खरीद इत्यादि का कार्य</p> <p>11. राजभाषा कार्यान्वयन समिति की बैठकों का आयोजन - इस कार्यालय में कार्यालयाध्यक्ष की अध्यक्षता में हर तीन माह में एक राजभाषा बैठक का आयोजन किया जाता है, मुख्य कार्यालय - जिसमें कार्यालय के अनुभागों द्वारा किए गए हिन्दी कार्यों पर चर्चा की जाती है।</p> <p>1. (2) अधीनस्थ कार्यालयों की राजभाषा कार्यान्वयन समिति की बैठकों के कार्यवृत्तों की समीक्षा करना।</p> <p>व्यक्तिशः आदेश - (1) मुख्य कार्यालय में व्यक्तिशः आदेश जारी करवाना</p> <p>12.(2) अधीनस्थ कार्यालयों में व्यक्तिशः आदेश जारी करवाना।</p> <p>13. हिन्दी के प्रगामी प्रयोग से संबन्धित तिमाही प्रगति रिपोर्ट रक्षा मंत्रालय, महानियंत्रक कार्यालय, क्षेत्रीय कार्यान्वयन कार्यालय और नगर राजभाषा कार्यान्वयन</p>
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		<p>समिति को भेजना</p> <p>(1) मुख्य कार्यालय - कार्यालय के अनुभागों द्वारा प्रेषित आंकड़ों को समेकित कर रिपोर्ट तैयार करना।</p> <p>14. अधीनस्थ कार्यालयों द्वारा प्रेषित आंकड़ों को समेकित कर रिपोर्ट तैयार करना।</p> <p>हिन्दी कार्यशाला -</p> <p>(1) मुख्य कार्यालय में हर तिमाही में एक कार्यशाला का आयोजन, जो मुख्यालय कार्यालय, नई दिल्ली के निर्देशानुसार कम से कम 10 घंटे की होनी चाहिए।</p> <p>अधीनस्थ कार्यालयों में भी निरीक्षण के वक्त एक -एक हिन्दी कार्यशाला का आयोजन करना।</p> <p>15. डिक्टेसन रिपोर्ट मुख्यालय कार्यालय, दिल्ली छावनी को भेजना</p> <p>16. नगर राजभाषा कार्यान्वयन समिति की ओर से आयोजित छमाही बैठकों में कार्यालयाध्यक्ष का स्वयं शामिल होना, उनके द्वारा परिचालित कार्यवृत्त पर कार्रवाई करना, उनके द्वारा आयोजित प्रशिक्षण कार्यक्रमों में अपने कार्यालय /स्थानीय अधीनस्थ कार्यालयों के कर्मचारियों को प्रशिक्षण दिलाना</p> <p>17. पत्रिका प्रकाशन - त्रैमासिक ई-पत्रिका, मरु-लेखा हेतु सामग्री इकठ्ठा करना, उसे टंकित करके ई-पत्रिका के रूप में तैयार करना और कार्यालय की वेबसाइट पर अपलोड करवाना।</p> <p>18. अनुवाद - कार्यालय के विभिन्न अनुभागों, अधीनस्थ कार्यालयों से पत्रों, प्रपत्रों, प्रारूपों, रिपोर्टों, इत्यादि का हिन्दी अनुवाद एवं टंकण, अमानक फॉर्म तैयार करना</p> <p>19. प्रशासन एवं विभिन्न अनुभागों से प्राप्त पत्र/पेपर इत्यादि तैयार करना</p>
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		<p>20. रक्षा लेखा महानियंत्रक कार्यालय से प्राप्त पत्रों का त्वरित निपटान</p> <p>21. हिन्दी प्रोत्साहन पुरस्कार योजना - मुख्य कार्यालय तथा अधीनस्थ कार्यालयों के अधिकारियों/कर्मचारियों के द्वारा हिन्दी में किए गए कार्यों के आधार पर उन्हें प्रोत्साहन हेतु नकद पुरस्कार एवं प्रशस्ति पत्र प्रदान करना</p> <p>22. मुक्तपर्णी आदेश तैयार करके कार्यालय की वेबसाइट पर अपलोड करवाना ।</p> <p>23. छमाही रिपोर्टें यथासमय भेजना</p> <p>नोट - भारत सरकार, गृह मंत्रालय, राजभाषा विभाग द्वारा केंद्र सरकार के सभी कार्यालयों के लिए राजभाषा हिन्दी संबंधित समस्त लक्ष्यों का निर्धारण प्रति वर्ष किया जाता है । उसी के अनुसार निर्धारित अवधि - तिमाही, छमाही और वार्षिक के आधार पर सभी लक्ष्यों को प्राप्त किया जाता है।</p>
xv	Accounts Section	<p>The main functions of this section are as follows:</p> <p>(a) Allotment of Funds,</p> <p>(b) debit and credit scrolls of RBI and FPB,</p> <p>(c) debit and rejection scroll of SBI CMP,</p> <p>(d) DMS,</p> <p>(e) maintenance DHR,</p> <p>(f) Reconciliation with compilation and advance schedules,</p> <p>(g) Cheque linking</p> <p>(h) MRO/DMRO pairing</p>

		<p>(i) Originating and Responding DID Schedules, (j) Adjustment of CID Schedules, (k) Watching clearance of Suspense head.</p>
xvi	'D' Section	<p>To arrange for cash assignment on treasuries and the Bank in favour of disbursing officers authorised to make payments, to indent for cheque pads and cheque books and to arrange for their custody and accounting, to pay all passed bills received from other section, to despatch cheques and cheque slip, to prepare a schedule, to maintain a daily record of the reconciliations made between the totals of daily payment sheets and schedules-III, to download file from running programme Tulip and check all audited bills from check list, to upload the file SBI CMP Portal.</p>
xvii	'E' Section	<p>Scrutiny of documents mentioned in 'Nature of services' column in part -B and Pay promptly and correctly for works executed in r/o of MAP work.</p>
xviii	'M' Section	<p>Payment of Bill & Grants Issue of Cash Assignment Post Audit of Grants</p>

xix	ECHS	<p>Post Audit of ECHS Medical Bills Recovery of over payment against Hospitals</p>
xx	Store Contract	<p>Scrutiny of documents mentioned in 'Nature of services' column in part-B, Pay promptly and correctly for items procured by unit and formation.</p>
xxi	'R' Section	<p>Record section receives all post addressed to the office including dak received through messangers Register/Diarise and distribute inward dak to the concerned sections. Dispatch section receives all outward dak and dispatch the same.</p>

3. Details of Clients/ Citizens : **DAD Employees, Army Units/Formations & Defence Civilians**

4. Our aim is to achieve the following service delivery /quality parameters :

S. No.	Nature of services	Service delivery standard, quality		Time frame	Name and Dealing officer
		Processes involved	Documents required		
(1)	ADMIN-I SECTION				
1	Recruitment of Group 'C' employees through SSC & on compassion ate ground	On the basis of vacancies released by the CGDA. Receipt of dossiers from SSC, appointment letters for approval by the PCDA, issuance of appointment letters duly indicating the requirements to be completed by	Dossiers of selected candidates, medical/ police verification reports, report of welfare Officer & BOO in case of companionate appointment.	As per administrative requirement and SSC/ DoP&T guidelines	Sh Ram Babu SAO (AN-I)

		appointees.			
2	Transfers/ postings	DAPB recommendations and its approval by competent authority, issuance of orders.	Authorized vs. Posted strength, APARs, requests of officer(s), DAPB minutes	As per administrative requirements and officer(s) requests	
3	Promotions in respect of Group 'B' & 'C' employees upto AAOs	On the basis of direction of the CGDA to Initiation of DPC proposal, holding of DPC meeting, approval of DPC recommendations by the PCDA, issuance of	APARs, vigilance clearance, Recruitment Rules, DPC proposal, requests of officer(s) for posting on promotion.	As per guidelines of DoP&T	

		order for promotion.			
4	Permissions under CCS (Conduct) Rules 1964	Processing of application of an officer/employee for information/ approval of competent authority, communication of orders of the competent authority to the officer/employee.	Application in prescribed format under the Rules, supporting documents, request for ex-post facto approval with reasons of delay, wherever required, rule position.	As per CCS (Conduct) Rules, 1964	
5	Permission for outside employment	Processing of application of officer/employee for approval of competent	Application, profile of officer/employee, rule position.	As per Govt. orders	

		authority, communication of approval of competent authority to the officer/employee.			
6	Permission for higher studies	Processing of application of officer/employee for approval of competent authority, communication of approval of competent authority to the officer/employee.	Application, profile of officer/employee, rule position	As per Govt. orders	
7	NOC for passport	Processing of application for approval of competent authority, issuance of NOC in	Application, rule position, vigilance clearance.	Within 15 days of receipt of application.	

		prescribed format.			
8	NOC for proceeding abroad	Processing of application for approval of competent authority, issuance of NOC in prescribed format.	Application, rule position, security clearance, vigilance clearance.	Within 15 days of receipt of application.	
9	Disciplinary proceedings	Examination of delinquencies of officer, note for approval of competent authority through for initiation of disciplinary case, approval by competent authority, framing of	Cogent material on record, supporting documents/ witnesses, rule position, CVO's/ CVC's recommendations, communication(s)	As per Govt. orders.	Sh Ram Babu SAO (AN-I)

		draft charge sheet, approval of draft charge sheet by disciplinary authority, issuance of charge sheet and taking further action as per CCS (CCA) Rules 1965.	from the delinquent officer, any other material relevant to the delinquency, rule position.		
10	Appeal against penalty under CCS (CCA) Rules 1965	Preparing para-wise comments on appeal, its processing together with supporting documents for obtaining orders of the competent authority, communication of orders of the competent	Appeal with supporting documents, record of disciplinary proceedings, rule position.	As per Govt. orders.	Sh Ram Babu SAO (AN-I)

		authority on appeal.			
(2)	ADMIN-II SECTION				
1	Third party payment	Processing of Bills	Contingent Bills, invoice, Receipt Vouchers	07 Working Days	Sh. Sanjeev Tandon SAO,AN-II
2	Complaint related to upkeeping of office			Within 02 Working Day	
(3)	ADMIN-III SECTION				

1	Leave	Checking the application, entitlement of leave, note for approval by competent authority, communication of sanction of leave to the officer	Leave application, leave record	Within 2days of receipt of request	Sh. Sanjeev Tandon SAO(AN-III)
2	Sanction of leave and regularisation of absence	Submission of HPL, CML, EOL, CCL, etc. to the Competent Authority for sanction.	Application of Officials with recommendation of their Officers	15 days	
3	Pension cases, issue of Pensioner	After receipt of application for pensionary benefits Data sheet, Calculation sheet, are prepared and forwarded the same with relevant	Individual Application IAFA-356	30 days	

	cards	documents to PCDA (P) Allahabad for issuing PPO. On receipt of PPO the same is forwarded to PDA concerned with the connected documents.	Calculation sheet Pt. II Off. O. notifying casualty		
4	APAR	Initiation of APAR to officer reported upon, watching its completion by all channels and return to AN-III Section duly completed, issuance of reminder wherever required to expedite APAR, examination to ensure communication of APAR, watching acknowledgement of APAR and representation	Office order of posting/ transfer, distribution of work to indentify channels of writing of APAR, data base of APAR	As per govt. orders	

		thereon, if any			
5	Maintenance of APAR dossier	After completion of APAR, placing the same APAR dossier, page numbering and indexing it	APAR and APAR dossier	Immediately on completion	
6	Vigilance Clearance	Note for obtaining vigilance clearance from the competent authority, issuance of vigilance clearance			

7	Vigilance Complaint against officials	Analysis/ examination of complaint to decide further course of action.	Complaint and other documents received along with the complaint.	To decide future course of action within a month.	
(4)	ADMIN PAY SECTION				
1	Pay & Allowances	Preparation of monthly pay bills of Officials posted/ proforma strength of the Office.	Pt II O.O, Joining report, request for provisional payment, LPC in respect of Transfer in	Monthly basis	Shri Ram Singh, SAO(AN-PAY)
2	Issue of LPC	LPC is issued in transferred out cases	Part II OO	20 days	

3	DA Arrears	Preparation of DA Arrear bills of Officials posted/ proforma strength of the Office.	Orders from Ministry of finance and AN-XIV section	5 days	
4	Calculation of Income Tax, preparation	Preparation of income tax statements to ensure the correct deduction of tax.	Request of Official for deduction of Income tax and documents in support of savings	As per schedule	
5	Issue of Form -16	issued of form -16 previous financial year	.	60 days from end of financial year	
6	GPF Schedules	GPF subscription Recovered from pay & Allowances and withdrawal/Advance from GP Fund during the months is intimated to CDA(funds)	GPF Schedules generated from Pay Bill, Debit Schedules based on withdrawal	7 days	

		Meerut	/Advance.		
7	NPS Schedules	NPS subscription Recovered from pay & Allowances is uploaded and remitted	NPS schedules generated from pay Bill .	Monthly	
8	Supplementary bills i.e., OTA/ Honorarium/ Immediate Relief / CGEGIS	Preparing bills on receipt of sanctions in r/o OTA/ Honorarium/immediate relief/application of CGEGIS .	Original sanction for OTA and Honorarium, application from family member of the deceased for immediate relief/application of CGEGIS.	10 days	

9	Reimbursement of Children Education Allowance	Verification of family details from Service records	Applications in prescribed form and original receipts for CEA	10 days	
(5)	TRANSPORTATION SECTION				
1	TA/DA/LTC Advance	Checking of eligibility, sanction, General Scrutiny	Requisition form, Movement order, transfer order in case of permanent posting, Part- II order in case of LTC etc	Within 3 Working Days	Shri V K Lakhiwal, Sr AO
2	TA/DA on Ty. Duty	General Scrutiny, Checking of sanction, fund availability, supporting documents against the claim.	TADA claim in proper Format, Move sanction, Movement order, Detention	Within One Month	

			certificate, ticket, hotel receipt, food receipt(for 6th CPC related cases), Taxi/auto receipt etc.		
3	Pt.posting TA/DA	Fund availability, General Scrutiny, Checking of transfer Order, joining at new place of posting, supporting documents against the claim.	Transfer order, Pt-II order of Joining, Receipt and connected documents against Luggage/Conveyance claim. Ticket for Fare, Non availability of Govt accommodation for additional fare etc.	-do-	

4	TA/DA on retirement	Same as Pt TADA	Pt-II order of retirement, PPO copy, Receipt and connected documents against Luggage/Conveyance claim. Ticket for Fare, certificate regarding settlement after retirement etc.	-do-	
5	LTC	General Scrutiny, Eligibility, leave, shortest route fare, Prior intimation certificate.	Pt-II order regarding LTC & leave, Original Train/Bus/Air tickets, Family details, etc.	-do-	

(6)	INTERNAL AUDIT SECTION				
1	LACR, IRCR,LAP ,IRP	Checking of authorised mandays for audit	LACR,IRCR,LAP, IRP	15 Days	Shri C P Sudame, SAO (IA)
2	Rendition of final audit report in respect of loss statement	Checking of court of enquiry, Statement of case, price checking by LAO, Preliminary Audit Report by LAO etc.	court of enquiry, Statement of case, price checking by LAO, Preliminary Audit Report by LAO etc.	30 Days	

(7)	O&M SECTION				
1	Study of various sections	Through Case study in a specific area for a particular section.	According to the area chosen for case study	Rendition of half yearly report to CGDA	Shri C P Sudame, SAO (O&M)
2	Training	The departmental training is imparted through CENTRAD, Delhi, NADFM, Pune, RTC, Meerut & DPTI, Allahabad as well as in-house training also given by this office. Nomination of officers'/personnel for various training programmes according to the annual training	Annual Training calendar of RTC, Meerut. In-house training calendar.	As per programme	

		calendar received by RTC, Meerut.			
3	Audit and Inspection	Inspection of various sections/sub-offices is carried out on a random sampling basis & inspection reports are prepared & issued to the concerned section/sub-offices duly approved by higher authorities. Follow-up action are taken to watch the rectification of omissions/lapses pointed out in the inspection	Records of concerned sections and sub offices to be inspected.	As per programme	

		reports, till settlement of all outstanding items of objections.			
4	Inspection reports of CGDA	The receipt of the inspection reports of CGDA & their further processing will also be undertaken by the Inspection Group. Necessary liaison is maintained with other sections/sub offices to obtain replies regarding rectification of the omissions/lapses pointed out and a monthly follow	Replies obtained from sections concerned	Every month	-----do-----

		up action report is rendered to CGDA office with the approval of PCsDA, till settlement of all items in the inspection report.			
5	Complaints	Complaints received directly at PCDA (SWC) or through CGDA & CPGRAM portal are dealt in same way. For the complaints, received through above three channels, three separate complaint register are being maintained and monitored. Each complaint	Communicated to relevant section and result intimated to complainant	7 days from the date of receipt.	-----do-----

		<p>has to be allotted a complaint number & entered in the respective complaint register. It will, then be passed on to the Group Officer of the concerned section for immediate disposal on the same day. The O&M cell will ensure that each complaint is settled by the concerned section within 7 days from the date of receipt, under intimation to the complainant. In case the section is not in a</p>			
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		<p>position to settle the complaint within 7 days due to the fact that some information is required to be obtained from an agency not located in the station, then in such cases interim reply to complainant is to be given. The outer time limit for settlement of such complaints is 6 weeks from the date of receipt.</p>			
(8)	AUDIT OF SANCTIONS SECTION				

1	Audit of Sanction	In the process of Audit of Sanction following procedures are involved : scrutiny of AON , statement of case, RFP , Technical bids & Commercial bids ,PNC if any, CFA sanction , IFA Concurrence Supply order and connecting Note sheets regarding approval by competent authority etc. is being carried out.	Acceptance of necessity, Preparation/finalization of RFP, Issue of RFP, Amendment to RFP, Extension of Bid opening date, Establishing benchmarking cost for Price bids, Opening of price bids, Comparative statement of bids and Declaration of L-1 Bidder, Cost analysis of quoted rates and holding	4 days	SAO (AOS)
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			negotiation with L-1 bidder, Submission of report containing final recommendation to IFA/CFA, Preparation and finalization of draft Contract/Supply order.		
(9)	EDP SECTION				
1	Punching media	Uploading on CGDA WAN	Punching media	Same Day	SAO(EDP)

2	Project Tulip & Project Bhawan	समस्या का विश्लेषण	Problems received from various sections/offices	Same Day	SAO(EDP)
3	ITR	CA को प्रेषित करना	24G & 26 Q from various sections	मासिक एवं तिमाही	SAO(EDP)
(10)	PAY SECTION				
1	Regular Pay Bill	The pay bills will be checked with reference to those last audited and where necessary with reference to fundamental data such as LPC and the rules and orders governing pay and allowance etc. the bill is prepared for the	Regular pay bill including all the schedules Viz, GPF, NPS, CGEGIS, Various Advance etc. and all the D.O. part-II	By end of the month with NPB.	

		admissible amount. Cheque slip , punching Medium and DP sheet are prepared and the bill is forwarded to “D” section.	orders.		
2	Supplementary pay bills GPF	The entitlements of advance/final withdrawals are verified with reference to the rules laid down in GPF rules. The bills is prepared for the admissible amount. Cheque slip punching Medium and DP sheet are prepared and the bill is forwarded to “D” section.	Application of individual, statement of GP fund for last five years, Sanction of CFA, purpose Original CCO-9 for last five year and previous year and previous year, Debit schedule and Form- B of GP Fund.	Within 10 working days.	

3	LEC/CGE GIS	Correctness of claim is checked with reference to the rules and entered in the NRC Register. The bill IS prepared for the admissible amount Cheque slip punching Medium and DP sheet are prepared and the bill is forwarded to "D" section.	LEC-Sanction of CFA D.O. part-II orders, the balance of leave Certificate by LAO. CGEGIS Date/Year of induction into CGEGIS and rate/date of subscription to be given. Sanction Of CF, D.O. part-II orders.	Within 15 working days.	
4	Tuition Fee	Correctness of claim is checked with reference to the rules and entered in the NRC Register. The bill IS prepared for the admissible amount Cheque slip punching Medium and DP	Application of individual along with CEA Bill the vouchers in supports for the Claim for the tuition Fee, text	Within 15 working days.	

		sheet are prepared and the bill is forwarded to "D" section.	Books/School uniform		
5	MACP/PAY Fixation/Other Misc. Bills	Correctness of claim is checked with reference to the rules, attested copy of pay Fixation Performa, no dues outstanding certificate, specific authority of fixation of pay, grant of increments, D.O. part-II orders. Certificate of EOL/Dies non and entered in the MACP/other Misc. Register.	D.O. part-II orders. Certificate of EOL/Dies non , attested copy of pay Fixation Performa, no dues outstanding certificate, specific authority of fixation of pay, grant of increments,	Within 30 working days.	
6	Data sheet (Pension Document)	The pension Papers are checked form duly audited service book and last pay drawn from the Regular Pay	Data sheet, application for Pension/Gratuity, calculation sheet	Within 30 working days.	

	s)	bill and after correctness of claim is the Pension claim is Forwarded to Pension claims is forwarded to pension Sanctioning Authorities.	.Application for Commutation of pension, detail of family members, medical option form, bank detail,D.O Part II order, Certificate of EOL/Dies non, attested copy of pay Fixation Performa, no dues outstanding certificate, specific authority of fixation of pay, grant of increments.		
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7	GPF Final Settlement	The entitlement of final settlements are verified with reference to the rules laid down in GPF Rules and after correctness of claim is checked with reference to the rules the final settlement claim is forwarded to the rules the final settlement claim is forwarded to CDA (FUND) Meerut.	Application of individual, statement of drawl of GP Fund for last five years, Original CCO-9 for the current year and previous year, details of bank account, address and IFSC Code of the claimant.	Within 15 working days.	
8	Letters	The information and other details sought are given to the sender. If information sought are to be collected from different offices then the information I given after collection from different offices. If information is	Letter along with enclosure	<ol style="list-style-type: none"> 1. D.O & CGDA- Within 10 working days 2. Ord. Letters- 	

		available in office the reply of the same is given after verifying from the office record.		within 30 working days	
(11)	PAY-MEDICAL SECTION				
1	Passing of Medical Reimbursement Claims	<p>1. Auditing of Medical Claim as per CGHS/CS(MA) Rules</p> <p>2. Feeding claim through Office Automation,</p> <p>3. DVs/Payment Authority generated for claims passed,</p> <p>4. Rejection memo issued for claims having objection.</p>	<p>1. Med 97/Med 2004 form,</p> <p>2. Essentiality Certificate A/B,</p> <p>3. Prescription of doctor of Govt hospital/ Registered Pvt hospital/AMA,</p> <p>4. Original receipts of bills/claims,</p> <p>5. Final bill & Discharge</p>	Within 10 working days (under normal circumstances when automation system works properly)	Sh B L Arya SAO(Pay Med)

			<p>certificate along with prior permission of HOD after Govt hospital refer for Inpatient treatment</p> <p>6. Emergency certificate, Self explanatory letter explaining emergency circumstances Ex post facto sanction of Competent Authority, in case of emergency treatment.</p> <p>7. Blank Pouch</p>		
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			& Invoice of artificial appliance if applied.		
2	Medical Advance	<ol style="list-style-type: none"> 1. Auditing of Medical Advance Claim as per CGHS/CS(MA) Rules, 2. Feeding claim through Office Automation, 3. DVs/Payment Authority generated for claims passed, 4. Rejection memo issued for claims having objection. 5. Maintenance of separate Medical Advance register to keep track of settlement/recovery of 	<ol style="list-style-type: none"> 1. Govt hospital/CGHS refer slip 2. Estimate of treatment issued by treating doctor/hospital 3. Requisition of advance form 4. Prior permission of HoD for treatment & 	Within 10 working days (under normal circumstances)	

		advance claim.	advance.		
(12)	PAY-TECH. SECTION				
1	Pay Fixation	<p>1.Auditing of Service Book</p> <p>2.Pay fixation done if documents/ records are in order.</p> <p>3.Maintain Control register of pay fixation</p> <p>4.Rejection memo issued for cases/ Service Books having objections.</p>	<p>1. Three copies of pay fixation proposal in prescribed proforma of CCS(RP) Rules 1986/1996/2006/2016.</p> <p>2. Promotion Order in Promotion cases / Approved Board of officer in MACP cases</p>	<p>Within one month (under normal circumstances)</p>	<p>Sh B L Arya SAO (Pay Tech)</p>

			<p>3. DO Part-II order in r/o Promotion/MACP grant incorporating date of charge of assumption & related conditions of MACP.</p> <p>4. Option form exercised by individual in triplicate.</p> <p>5. DO Part-II order of option exercised.</p> <p>6. Undertaking for recovery in case of wrong fixation</p>		
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			<p>in triplicate.</p> <p>7. Complete entries of all casualties in Service book</p> <p>8. Last/previous approved pay fixation proformas in original.</p>		
(13)	FUND CELL				
1	GPF Schedule	. Collection of GPF Schedule from the concern pay section and AO GEs, and punching them in Nidhi server and rendition of GPF data rendition of GPF data to CDA(Fund) Meerut	GPF Schedule	Upto 20 th of the next month	SAO(Fund Cell)

2	GPF amendme nt	Correction detail received in three copies get checked and forward the same after accepting by the AO (Pay) for n/a to CDA ((Fund) Meerut	Correction application in prescribed Performa, Copy of CCO-9	Within 7 days	
3	CCO-9	CCO-9 received from CDA (Fund) Meerut are distributed to concern unit	CCO-9	Within 7 days	
4	NPS Subscripti on	After making file of NPS subscription same is uploaded to NSDL server	NPS Shedule	Same month as at earlist	
5	PRAN generation	Entries of subscriber detail are filled on NSDL website and after approval same are forwarded to NSDL	CSRF-1 Form	Within 7 days	

6	NPS detail amendment	Concern entries are rectified on NSDL website	Withdrawal form	Within 7 days	
7	Exit withdrawal request	Withdrawal request are processed on NSDL Website	Withdrawal form	Within 7 days	
(14)	ACCOUNTS SECTION				
1.	DMRO	DMRO received from Banks for to be recorded in DMRO register.	DMRO	30 days	SAO (A/c Section)

2.	OMRO	Adjusted OMRO received from Sub-offices and concerned sections to Pair with OMRO & Recorded in MRO register.	OMRO	30 days	
3.	Cheques	Paid cheques received from Banks and Link with Sch-III which received from concerned Sections/Sub-offices.	Paid Cheques	30 days	

4.	Responding DID	Originated DID with supporting vouchers received from Originating CDA. Recorded in DID register and send to concern Sub-offices/main office sections for DID respond. After adjusting of DID, copy of responded DID sent to originating CDA & uploaded into NCS	Responding DID with supporting vouchers.	7 days	
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5.	Originating DID	DID along with supporting vouchers received from Sub-offices/concerned Section of main offices and sent to concern CDA for responding action.	Originated DID with supporting vouchers.	7 days	
6.	CID Schedules	CID advice received from RBI and adjusted through Punching Medium. Vouchers received from Railway Authorities and forwards to	CID advice from RBI and CID advice related vouchers from Railway.	30 days	

		concern Sub-offices for adjustment.			
7.	Suspense Head	Watching clearance of Suspense Head.	Suspense Head vouchers	Monthly	
(15)	'D' SECTION				
1	Cash Assignment	issued a letter of Cash Assignment after verify on receipt of letter so authorised by Audit section	Verification of Funds availability by E section	1 Days	Sh. H.S.Naglay, SAO

2	Payments	check list download from Tulip, checked every DVs with checklist and upload the file CMP portal	Audited bills authorising payments from audit sections	1-2 Days depend on No. of Dvs	
3	Cheque book	issued cheque book on demand	Demand letters from Unit(s)	1 Days	
4	Rejections	Rejection download from SBI CMP Portal and intimated concerned audit section	CDA-13	1-2 Days	

5	Schedule-III	Make Schedule-III and forwarded Acct Section	D P Sheets	1-2 Days	
6	Report returns of the section	Monthly, Quarterly etc. to M.O. sections concerned	Datas of the Payments released etc.	02 days	
7	Misc DAD Correspondence	DAD Staff	General	same date of receipt	
(17)	'E' SECTION				

1.	(a) Final Bill (b) Cash assignment (c) CA scrutiny (d) DOs/WOs (e) Hand receipts (f) FDRs/BGBs (g) Special letters (h) Court cases (i) ord. letters (j) Post audit of Paid Vrs. (k) RAR(MAP) (l) Cash assignment	scrutiny of documents.	As prescribed in OM VIII and other related books.	As per appendix 'A'	Sh. T.S.Singh, Sr. AO 0141-6605524
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(18)	‘M’ SECTION				
1	Payment of advance bills on accounts of Annual contingency Grant, Annual stationary grant, TTIG, ETG, Annual sports grant, Amenity grant , Training grant and other miscellaneous nature	Checking the Fund allotment in concerned code head, Verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none"> 1. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & address 2. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure 3. Specimen signature 4. Authority letter of respective authority for specific authority 	7 working days	Sh Julmiram Meena, Accounts Officer

2	Payment on account of Hot weather claims,	Checking the Fund allotment in concerned code head, Verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none">1. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & address2. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure3. Specimen signature4. Authority letter of respective authority for specific authority	7 working days	
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3	Payment of Telephone bills,	Checking the Fund allotment in concerned code head, Verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none"> 1. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & address 2. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure 3. CFA Sanction as per appendix 'K' of DPM 2009 4. Specimen signature 5. Telephone bill duly accepted by CFA 	7 working days	
4	Payment of MACT claims	Checking the Fund allotment in concerned code head, Verification of specimen signature,	<ol style="list-style-type: none"> 1. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & 	7 working days	

		verification of bank details, processing in Tulip office automation	address 2. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure 3. CFA Sanction as per appendix 'K' of DPM 2009 4. Specimen signature 5. Calculation sheet, SOC & Court Order.		
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5	Payment against AMC Contracts.	Checking the Fund allotment in concerned code head, Verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none">1. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & address2. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure3. CFA Sanction as per appendix 'K' of DPM 20094. Specimen signature5. AMC Contract, Security deposit, Cash memo accepted by CFA, Documents as per contract.	7 working days	
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6	Payment against conservancy contract agreement.	Checking the Fund allotment in concerned code head, Verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none"> 1. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & address 2. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure 3. CFA Sanction as per appendix 'K' of DPM 2009 4. Specimen signature 5. Contract, Security deposit, Cash memo accepted by CFA, Documents as per contract (Attendance roll, EPF/ESI challan 	7 working days	
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			& nominal roll, EPF/ESI deposit confirmation all duly verified by CFA).		
7	Payment against conservancy contract agreement.	Checking the Fund allotment in concerned code head, Verification of specimen signature, verification of bank details, processing in Tulip office automation	6. Forwarding memo with complete bank details viz a/c no. IFSC, Bank name & address 7. Contingent bill duly countersigned by OC/CO indicating code head, allotment, expenditure 8. CFA Sanction as per appendix 'K' of DPM	7 working days	

			2009 9. Specimen signature 10. Contract, Security deposit, Cash memo accepted by CFA, Documents as per contract (Attendance roll, EPF/ESI challan & nominal roll, EPF/ESI deposit confirmation all duly verified by CFA).		
(19)	'ECHS' SECTION				

1	Post Audit	Point seen from the medical claims i.e. Package/Procedure Rates, Patient entitlement, implant rates, Second procedure rates, Discharge medicine rates as per Govt norms.	ECHS Medical Bills	01 Month	SAO (ECHS)
(20)	‘STORE CONTRACT’ SECTION				
1	Payment of LP Bills	Scrutiny of documents.	As prescribed in DPM-2009, DFPDS 2016 and other related books.	07 working days for SI no 01,02,03, 05,08 & 09, 10. Within the same month of receiving of Account for SI no 04 & 07.	Sh. Sanjeev Tandan, SAO
2	Payment of Ration money claim of Armed officers				
3	Released of FDR				
4	Adjustment of monthly summary of S&S Account				

5	Scrutiny of CA			Same day for SI no 06.	
6	Payment of Cash Requisition				
7	Post Audit of Paid vrs of s&s account				
8	Special letters& DO				
9	Ord. letters				
10	Issue of Cash Requisition books				

Appendix 'A' : Time taken by the 'E' Section at various levels

CITIZEN CHARTER (E-SECTION)						
SL NO.	ITEM OF WORK	TIME TAKEN				
		AUD.	AAO	AO	GO	

1	FINAL BILL	GE	2	1	1		
		CWE	2	1	1		
		CE	3	2	1	1	
2	CASH ASSIGNMENT		2	1	1		
3	CA SCRUTINY	GE	5	1	1		
		CWE	7	3	2		
		CE	7	3	2	1	
4	DOs/WOs		7	3	2	1	
5	HAND RECEIPTS		3	2	1	1	
6	FDRs/BGBs		3	1	1	1	
7	SPECIAL LETTERS		5	1	1	1	
8	COURT CASES		3	1	1	1	
9	ORD. LETTERS		15	2	1		
10	POST AUDIT OF PAID VOUCHERS		15	10	5	2	
11	RAR(MAP)		3	2	1	Half Day	
12	CASH ASSIGNMENT		1	Same Day	Same Day	Same Day	

5. Grievance Redressal Mechanism :

Courteous and helpful service will be extended by all the staff. If one has any grievance to make in the delivery of the above standard you are welcome to register your grievance with the following officer.

Name and designation of the officer	Address for correspondence	Telephone No./Fax
Shri Roopwant Soni, Addl. CDA	o/o the PCDA (SWc), Khatipura Road, Jaipur	0141-2588466

6. Grievance can be registered at www.pgportal.gov.in which available on the website of this office HQrs Office website www.cgda.nic.in and you are welcome to use this facility.
7. Consultations with our users/stakeholder/clients - We welcome suggestions from our users, suggestions can be to this office.